



# Getting Started

## Battery Installation

Battery life depends on the network, signal strength, display usage, accumulated data service usage, and accessories used.

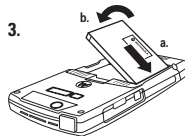
1.



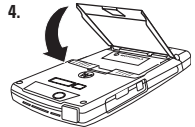
2.



3.



4.



# Getting Started

## Battery Charging

- To charge the phone, connect the phone's power supply to the phone's mini-USB port and plug into a wall outlet.
- New batteries are not fully charged
- Battery life depends on the network, signal strength, temperature, features, and accessories.



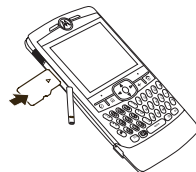
The phone will show **Charge Complete** when finished

The phone can charge via a mini USB cable from the phone to the computer USB port. However, charge times vary for each computer manufacture. Please contact the computer manufacture for the USB charge rate.

**NOTE:** *If battery has been completely drained, it can not charge via the USB cable plugged into the computer.*

## Memory Card

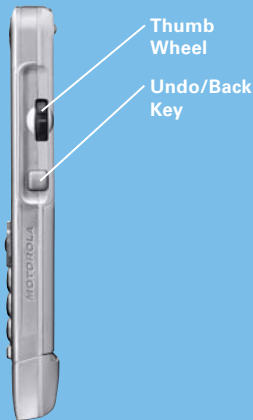
*To Install Memory Card*



- Open memory slot cover. Place finger nail on bottom ridge of infrared port and lift rubber cover from the memory slot.
- Insert memory card into exposed memory slot.
- Place memory card cover back in place and push to close.


**NOTE:** *If you install the memory card when the phone is turned on, you might have to turn the phone off and on again before you try to use the card. Do not remove the memory card while the phone is using or writing files on it.*

# Phone



# Basics

## Turning Phone On

- Press and hold the Power Key  for 3-4 seconds to turn phone on




**NOTE:** Allow 40-50 seconds before the Home Screen appears.



## Turning Power Off

- Press and hold the End key for 3-4 seconds to turn phone off

## Making a Call

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

## Answering a Call

- Press  to answer a call
- Press  to end the call


## Setting Date and Time

- Press *Start > Settings > Clock and Alarm > Date and Time*

## Opening Programs

- Press Start to access the list of programs the phone has to offer

## Locking Phone

- Press and hold the Home key  > Device lock
- Enter and confirm a password
- Press Done



Only numbers can be stored as a password

## Locking Keypad


- Press and hold the Home key  > Key lock

## Thumb Wheel


- Use the thumb wheel to scroll through menu items and lists.
- Press the thumb wheel to select the highlighted items in a list or menu

# Basics

## Changing between Uppercase, Lowercase, and Caps Lock

- The phone has a Qwerty keypad similar to a computer
- Press the Caps key  to change between uppercase, lower case, and caps lock within a text input mode

## Hands Free Speaker

- During a call, press the voice key  to turn the speakerphone on.

## Adding a Phonebook Entry

Press *Start* > *Contacts* > *New*


- Enter First Name and press Navigation key down
- Enter Last Name and press Navigation key down
- Enter Work, Mobile, Home, and E-mail information. Also, you can assign Ringer and Picture Caller ID to contact

## Editing a Phonebook Entry

Press *Start* > *Contacts* > *Contact Name* > *Menu* > *Edit*

## Changing a Ringer Tone

Press *Start* > *Settings* > *Sounds*

- On Ring tone, press Navigation key  left or right to hear ringers
- Press Done to save the sound selected

## Adjust Ringer Volume When Phone Rings


- From the *Home screen* > *Profile* > *Menu* > *Edit*
- Scroll down to Ring volume and adjust by using the right/left keys

# Personalization

## Changing a Wallpaper

Set a photo, picture, or animation as a wallpaper (background) image

Press *Start* > *Settings* > *Home Screen* > *Background image*

- On Background image - press Navigation key  left or right to select image
- Press Done when finished

# Synchronization

## Synchronization

Two main ways to synchronize the Q phone. It can be synchronized Over the Air (OTA), or via a PC with a cable connection.

*Synchronizing the phone via OTA*

**NOTE:** *You can synchronize your Motorola Q with your company's Microsoft Exchange Server. Contact your system administrator for the required e-mail set-up information, or see the Motorola Q Support site. [www.motorola.com/support/Q/](http://www.motorola.com/support/Q/)*

Once you have verified the correct settings with the IT Department. You can Synchronize the phone either Over the Air (OTA) or with a cable connection.

- Press *Start* > *ActiveSync*<sup>®</sup> > *Sync*

**NOTE:** *If you are out of network coverage, and the Moto Q tries to synchronize three times according to the schedule it is on, and it can not find a network, the synchronization settings automatically will revert to manual synchronization.*

# Synchronization

*To set the synchronization schedule back to the desired frequency, you need to change this under 'Schedule' in ActiveSync*

For additional information on troubleshooting for Activesync, please go to [www.motorola.com/support/q](http://www.motorola.com/support/q)

*Synch with a Computer*

*Installing and Setting up ActiveSync®*

To synchronize information on the phone with a PC, you must install Microsoft ActiveSync® 4.1 or above software on the computer.

- If you do not have a CD-ROM, download the latest ActiveSync® software from the Microsoft Window Mobile website:  
<http://microsoft.com/windowsmobile>

1. Install ActiveSync® on the PC
2. After setup is complete, connect the phone to the PC. The Synch Setup Wizard automatically starts.
3. Follow the on screen instruction to complete the wizard

- When finished, ActiveSync® starts to synchronize automatically with the phone. Once synchronization completes, disconnect the phone from the computer.

*Synchronization the phone and PC via a cable connection*

- Once ActiveSync® is installed on the PC, connect the phone to the computer and sync.
- Turn the phone on
- Connect the phone to the PC using a USB cable
- Open the ActiveSync® icon on the PC

*OTA Synchronization Troubleshooting*

If you are not receiving e-mails, you will need to verify e-mail set-up, wireless network, and/or e-mail platform settings. See the Motorola Q support site for more information.

[www.motorola.com/support/Q/](http://www.motorola.com/support/Q/)



# Email

## Setting Up E-mail

- There are a few ways to set up e-mail to the phone

Consumer E-mail (Hotmail, Yahoo, etc)

Corporate E-mail

Carrier Hosted E-mail

## Consumer E-mail

### *Automatic E-mail Setup*

- If you have Hotmail or Pocket MSN account see Setting up Hotmail

Some e-mail providers allow for automatic e-mail set up.

Press *Start > Messaging > Outlook E-mail*

Select *Menu > Options > New Account*

- In Your name, enter the display name for e-mail messages
- In E-mail address, enter the e-mail address for this account

- Select Attempt to obtain e-mail settings from the Internet and select Next

**NOTE:** *If the account is set up successfully, you will be prompted to send and receive e-mail. If not, you must click Next and see the next section.*

**NOTE:** *For more information about e-mail setup, visit [www.motorola.com/support/Q/](http://www.motorola.com/support/Q/)*

### *Setting up Hotmail*

Follow the next steps if you use the Hotmail or MSN e-mail service.

Press *Start > Pocket MSN*

- Select MSN Hotmail
- In E-mail address, enter the e-mail address for the account
- In Password, enter the password for the account
- Select *Next > Menu > Send and Receive*

# Email

## *Manual e-mail accounts settings*

If you tried to automatically set up the account and were prompted for detailed e-mail settings, call your e-mail (internet) service provider for information like: Domain, Server type, (POP3 or IMAP4), Account name, Incoming mail server, Secure Sockets Layer, connections requirements, and Outgoing mail server.


Press *Start > Messaging > Outlook E-mail*

Select *Menu > Options > New Account*

- In Your name, enter your display name for e-mail messages
- In E-mail address, enter the e-mail address for the account
- Select Next
- Enter the information from the e-mail service provider > Finish

From the Home screen, press *Start > Messaging > Outlook E-mail > [e-mail account]*



To return to the message list, press the Back key 


## *Corporate E-mail (make title in Italic)*

You can set up e-mail with your company's Microsoft Exchange Server. Contact your system administrator for the required e-mail set-up information, or see the Motorola Q support site. [www.motorola.com/support/Q](http://www.motorola.com/support/Q)



## *Carrier Hosted E-mail*

Please contact your operator, or access their website in order to get information about their hosted email solution, and it's compatibility with Windows Mobile(add trademark symbol -r) 5.0 enabled devices.

## Receiving and Reading Messages

When a message is received, the phone plays an alert and displays New Message with a message indicator such as .

## To Read E-mail

To open the next message in the list form within an open message, press the Navigation key  to the right; to open the previous message in the list, press the Navigation key  to the left.

## Create and Send E-mail

Press *Start > Messaging > Outlook > E-mail > E-mail Account > New*

- In To, Cc, and/or Bcc, enter e-mail address or addresses. Insert a semicolon (;) between multiple addresses
- Enter a subject in the Subject field
- Use the keypad to compose a message
- Press Send

## Headset

- The headset must be charged for two hours prior to starting
- The headset must be paired with the phone before it can be used. Please see the Bluetooth Pairing Instructions that came with the headset
- Bluetooth must be turned On in the phone

## Please See Following Steps

*Turning Bluetooth Power On*

*Press Start > Bluetooth > Bluetooth Manager > Settings > Status > Bluetooth On*


## Connect with Bluetooth®

### Pair with Headset

Before trying to pair the phone with a Bluetooth headset, make sure the phone's Bluetooth power is on and the Bluetooth headset is on and in pairing/bonding mode. Please refer to the instructions that was included with the Bluetooth headset for information about pairing or bonding mode.

Press *Start > Bluetooth > Bluetooth Manager > Hands-free*


- The phone searches for the device
- Select the device in which to pair the phone
- When prompted press the Yes or OK key to pair with the device
- If necessary, enter the device pass key (0000) > Done

When successfully paired, the Bluetooth indicator  shows in display

**NOTE:** *More than one Bluetooth headset can be paired with the phone. However, only one headset can have an active connection to the phone at any time.*



## Messaging

### Sending a Message

- Press *Start > Messaging > Text Message > New*
- Enter the phone number and press the down arrow on the Navigation key 
- *Type in message > Send*

### Taking and Sending a Picture






- Press the Camera key 
- Point the camera lens at photo subject
- Press the Camera key  to take photo
- The picture is automatically saved and displays in view finder
- Press Menu to see the picture options
- Select Delete to delete picture
- Select Send to send photo in a Message, Outlook E-mail, or Multimedia Message

# Messaging

## Recording Videos



- Press the Camera key  > Menu > Video
- Press the Camera key  or the center select key  to begin recording a video
- Press Stop to end recording
- Or press Pause to pause recording and Resume to continue

## To View Stored Videos

**NOTE:** Videos are automatically stored in the phone. To view: Press Start > Pictures and Videos Select the video to view and press Play




# Media Player

## Media® Player

Use Windows Media® Player 10.0 Mobile for Smartphone to play digital audio and video files that can be stored on the phone

Press *Start > Windows Media*



- To play or pause a music or video file, press Enter 
- 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

# Media Player

## Download and copy Media files

You can copy or download media files from the computer or internet onto the phone

*Copy files from the computer*

**NOTE:** *Activesync must be installed on the computer*

## Connect the phone to the PC

- On the PC, copy the files you want to transfer to the phone
- In ActiveSync on the PC, click Explore and double-click My Windows Mobile device
- Double-click Application Data
- Double-click Home, and paste that image into the folder
- Resynch the phone and computer and then view the picture or video from *Start > Pictures & Videos or File Manager*

## *Download files*

To download files from the Internet to the phone

- From the Home screen, press *Start > Internet Explorer*

## *Open a web page*

- Highlight the files, press the *Select key > Store*
- To view the picture or video from *Start > Pictures & Videos or File Manager*

# Accessories



RAZR WIRE™ Bluetooth®  
Eyewear



Bluetooth®  
Headset H3



miniSD™ Memory Card



Travel Charger



Bluetooth® Headset  
H700



One Touch Stereo  
Headset



Vehicle Power Adapter



Carrying Case



Bluetooth® Stereo  
Headset HT820



Bluetooth® Wireless  
Car Kit IHF1000



Desktop Charger



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