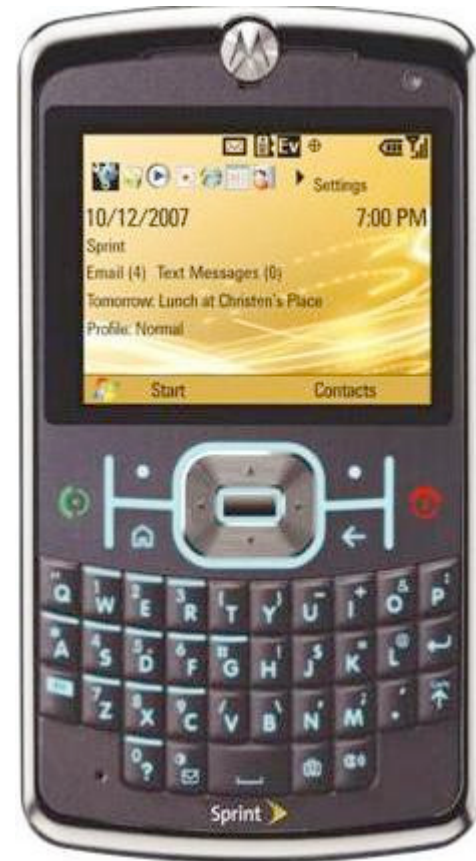


Introducing the MOTO Q™ 9c

**Presented by the DSS
Technical Trainers**



Agenda

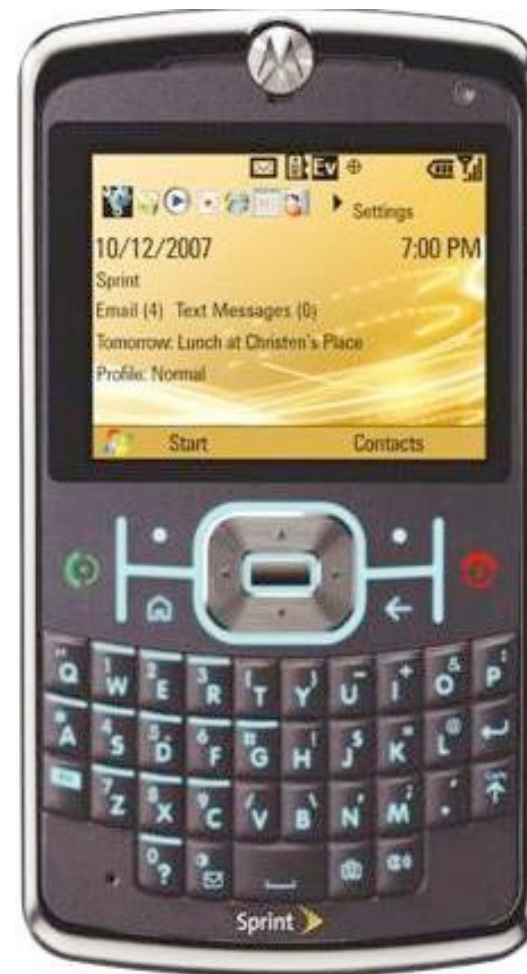
- **What's in the Box**
- **Device Layout**
- **Options**
- **Home Screen**
- **Wireless**
- **Messaging**
- **Contacts**
- **Calendar**
- **Internet**
- **Profiles**
- **Miscellaneous Items**



What's in the Box



- Moto Q9C Handset
- Extended Lithium Ion Battery
- AC Phone Charger
- Mini USB Cable
- Software Installation CD
- Welcome to Sprint Brochure
- Getting Started Guide
- Setting Up E-mail Guide
- Sprint Power Vision Guide



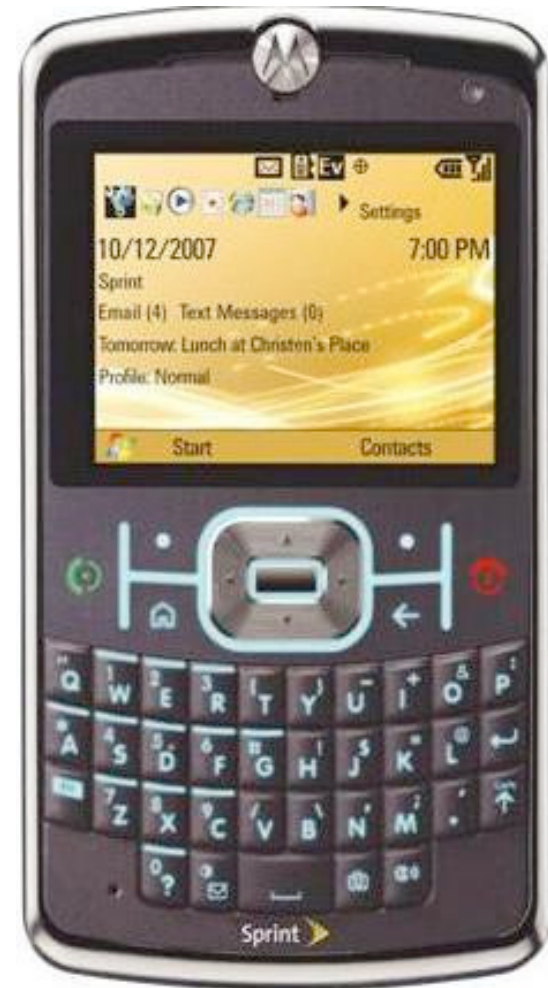
Features of the MOTO Q9C



- **Optimized QWERTY keyboard**
- **Dedicated keys for messaging, speakerphone, camera and advanced speech recognition**
- **Thumbwheel for one-handed operation**
- **Windows Mobile® 6 Standard**
- **Sync using ActiveSync with Microsoft Exchange Server 2003 or later**
- **Sprint Mobile Broadband enabled (EVDO)**
- **Video capture with sound and playback**
- **Windows Media® Player Mobile**
- **Bluetooth® stereo wireless technology and Bluetooth® printing**
- **Supports MiniSD cards size up to 4GB+**

Device Layout

- What's in the Box
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Device Layout



Device Layout




Device Layout



Powering the Device On or Off



Turning phone on/off:


- Press and hold the  key for 3 to 4 seconds.

Note:

The Windows Mobile Home screen takes approximately a minute to load up.



Flight Mode:

- Allows full use of Moto Q onboard applications with Wireless Mode off
- Hold the **Home** key  to open the **Quick List**.
- Select **Wireless Manager** and switch **Phone** to **OFF**.

Options



- What's in the Box
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Personalize My Q



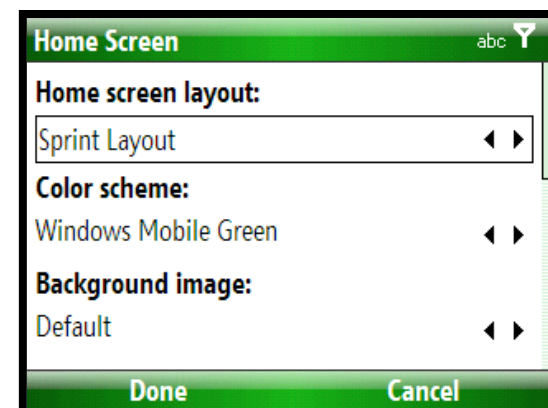
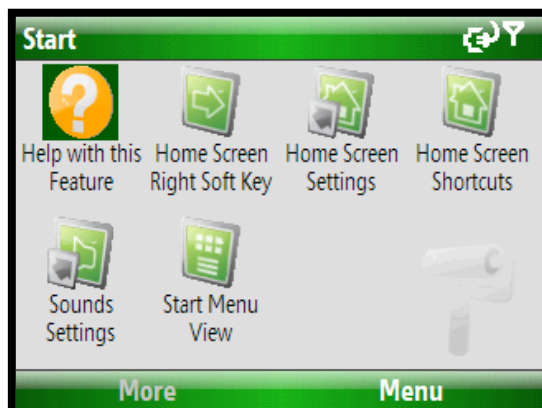
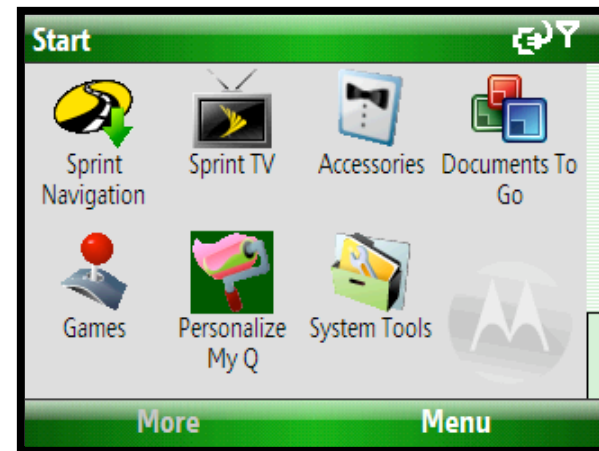
Personalize My Q lets you personalize the following:

- Home Screen Right Soft Key
- Home Screen Settings
- Home Screen Shortcuts
- Sound Settings and Start Menu View

To customize your home screen

- Press **Start**>**Personalize My Q**>**Home Screen Settings**

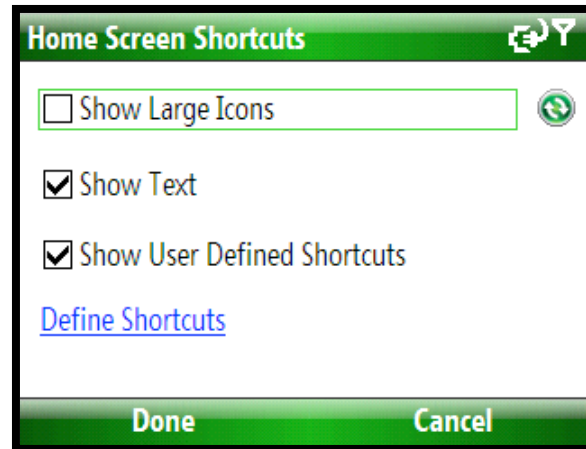
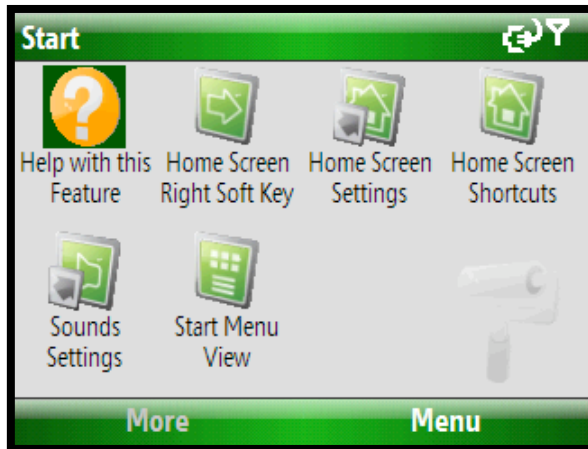
You can also view the **Help with this Feature** for an explanation of each option



Personalize My Q

To set your own Home Screen Short Cuts go to **Start>Personalize My Q> Home Screen Shortcuts**

Here you can select the icons you would like to have at the top of the home screen instead of the default application icons



Settings

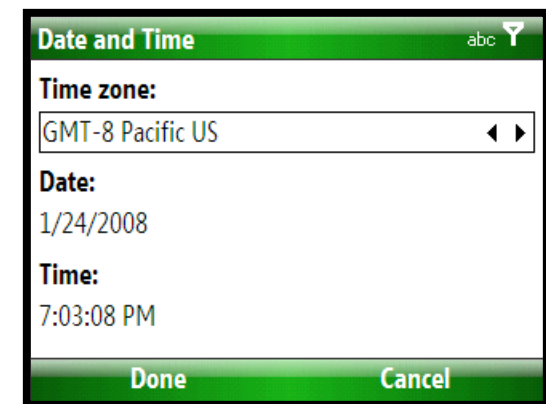
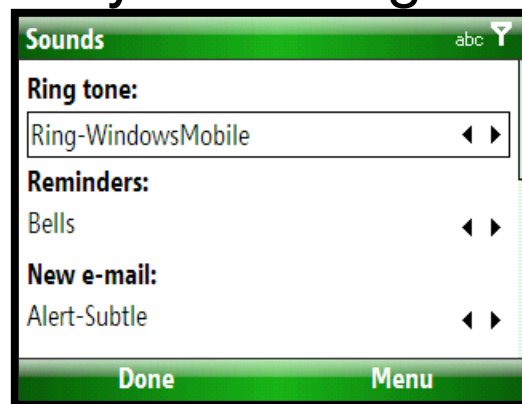
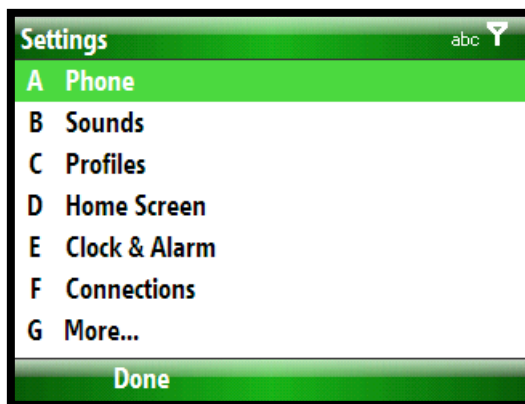


To customize your sounds

- Press **Start>Settings>Sounds**
- Scroll and highlight the sound you want to change, then press the navigation key right or left to change it.
- Press **Done** to save your changes.

Adjusting the Time and Date

- Press **Start>Settings>Clock & Alarm>Date and Time**
- In the Time Zone field, use the navigation key to select your time zone.
- Press **Done** to save your changes.

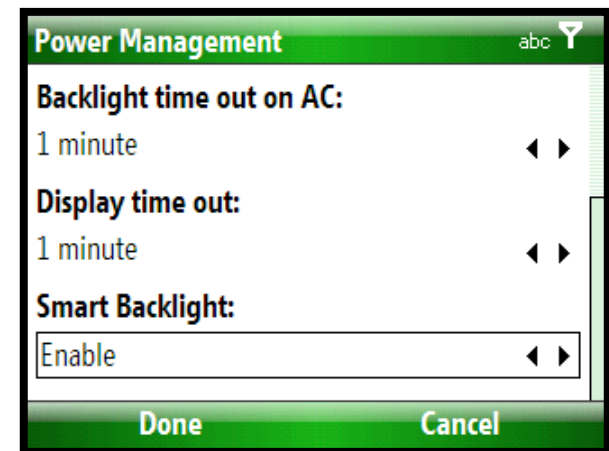
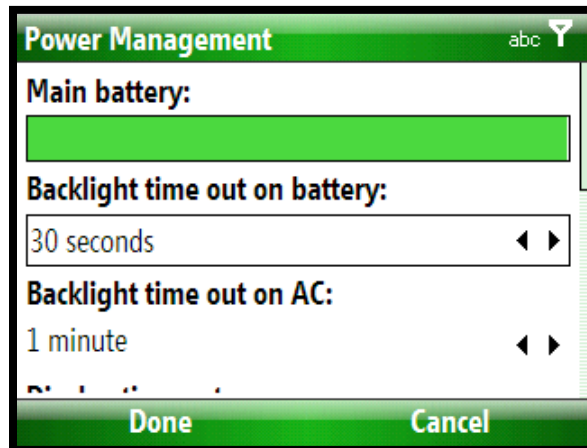
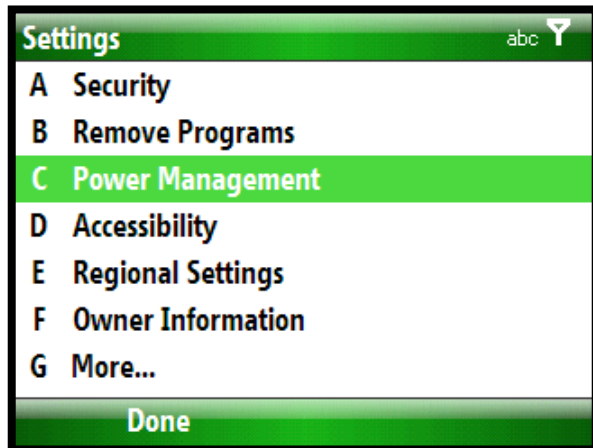


Backlight and Screen timeouts

To save battery life, your backlight and display turn off when you're not using your device. The backlight and display turn back on when you press a key.

You can set how long your device waits before the backlight or display turns off, known as timing out:

Start>Settings>Power Management



Home Screen

- What's in the Box
- Device Layout
- Options
- **Home Screen**
- Wireless
- Messaging
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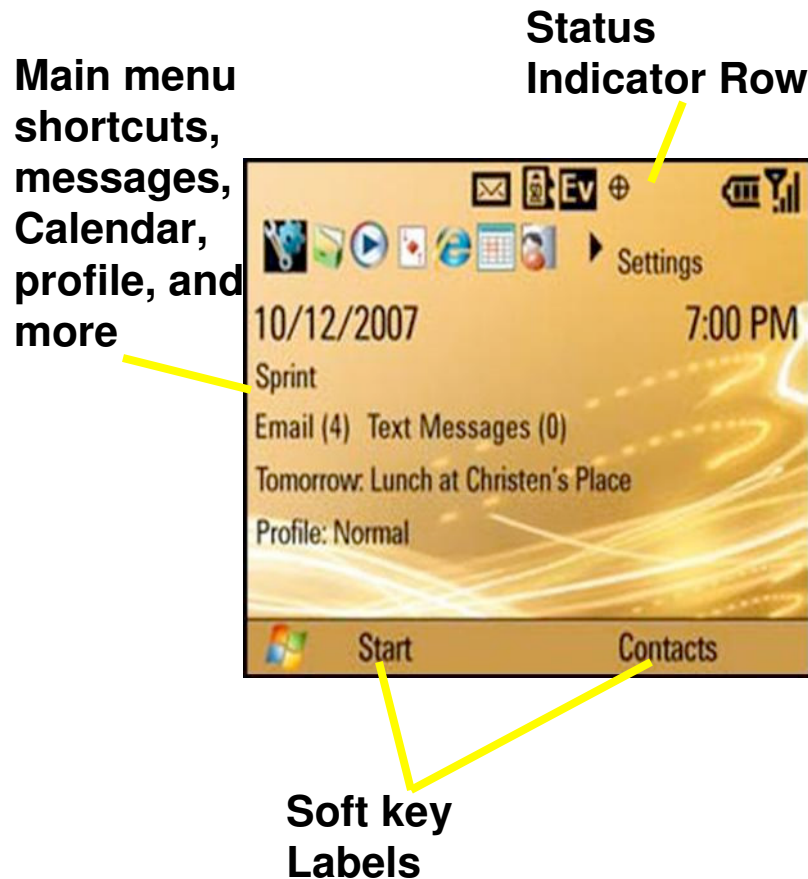
Home Screen



- **Soft key Labels-** Show the current soft key features

- **Status Indicator Row-**

- Signal strength indicator
- Battery level indicator (charging)
- Location. Data indicator
- Data Coverage indicator
- Memory card indicator
- Message indicator
- Bluetooth indicator
- Voicemail indicator



Home Screen



To view your phone number

Press: **Start > Settings > Phone Settings
> My Phone Number**



Key and Device Lock

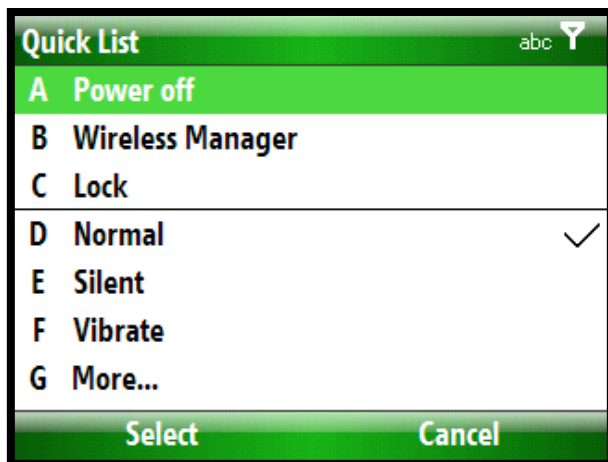


Locking and Unlocking the keypad

Lock device keypad to prevent buttons from being accidentally pressed when device not in use.

- Press and hold the Home (🏠) key.
- On *Quick List*, choose **Lock**
- To unlocks device, press **Unlock** (Left Soft key)
- Then press *

Alternate Quick Lock:
Home key, then
Spacebar key



Device Lock – if you set up a Security password in Settings the Lock then becomes a device lock that requires a password

Keeps others from using your device.

- Press and hold the Home key. (🏠)
- On *Quick List*, choose **Lock**
- To unlocks device, press **Unlock** (Left Soft key)
- Enter in Password

Don't lose your password!!!

A hard reset will be required if you can not unlock your device.

Wireless



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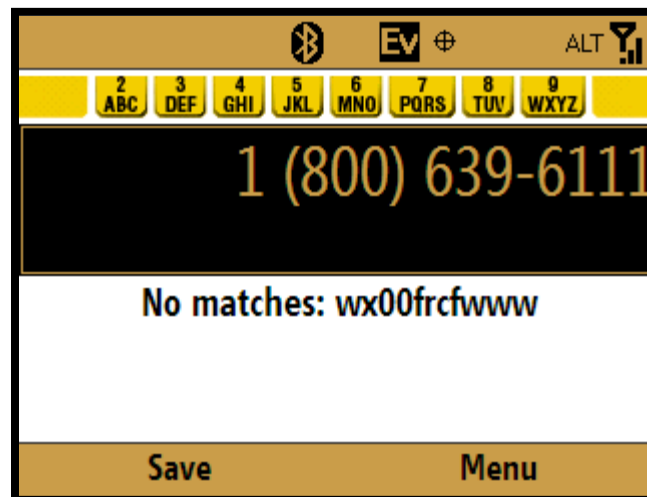


Wireless Calling



To make a call using the keypad:




- From the Home screen, press the number keys to enter a phone number.
- Press the  **Call/Answer key** to make the call.
- To end the call, press the  **Power/End key**.



Wireless Calling



To answer an incoming call:

- When your device rings, vibrates, or otherwise indicates you have an incoming call, press  **Call/Answer** key or **Answer** (*left soft key*) to answer.
- To end the call, press the  **Power/End** key.
- You also have these options when you receive a call:
If you are busy when a call comes in, press **Ignore** (*right soft key*) to send the call directly to voicemail or the  **Power/End** key.


Turning Off Call Alerts:

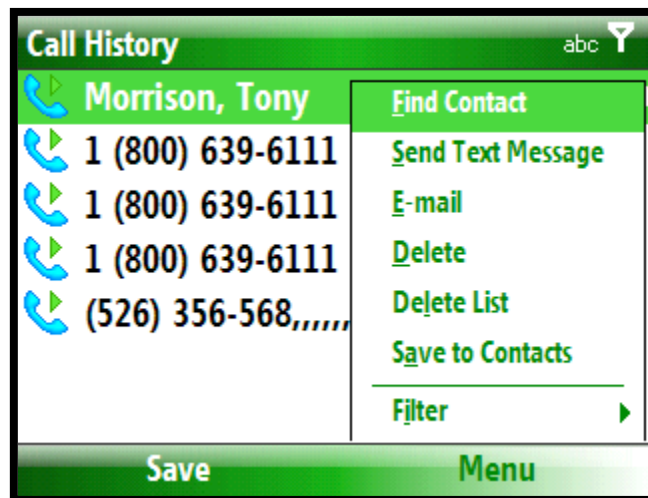
- You can roll the thumb wheel to turn off the ringer before answering the call.

Call History



To view a Call History entry:





- Press **Start** (left soft key) and select **Call History**.
- Highlight a call.
- To call the number, press  **Call/Answer key**.
- To see call details (like time and date), press the **Center key**.
- To see menu options, press **Menu** (right soft key) from the Call History screen. This menu includes:
 - **Find Contact** – Find this device number in your Contacts.
 - **Send Text Message** – Send a text message to this phone number.






Three Way Calls / Call Forwarding



To make a Three-Way Call:

- Enter a number you wish to call and press the  **Call/Answer key**.
- Once you have established the connection, place this call on hold by pressing  **Call/Answer key**. When you hear a dial tone, enter the second number you wish to call and press  **Call/Answer key**.
- When you're connected to the second party, press  **Call/Answer key** for two seconds to begin your Three-Way Call.

Call Forwarding

- To enable: Press *72 followed by the ten digit number you wish to forward to, then **Call/Answer key** 
(Example: *72 8885551234 **Call/Answer key** )
- To disable: Press *720 **Call/Answer key** 

Voicemail



To set up your voicemail:

- From the Home screen, press and hold **[1]**
- Follow the system prompts to:
 - Create your pass code.
 - Record your name announcement.
 - Record your greeting.
- Choose whether or not to activate **One-Touch Message Access** or **Skip PassCode** (a feature that lets you access voicemail messages and bypassing the need to enter your PassCode.)
- Additional Voicemail settings are available via the Voicemail menu settings. (Option 3)

Speed Dials



You can set the speed dial to call the entries in your contacts list.

To add a speed dial entry from your contacts list:



1. Press **Contacts** (right soft key) — or — Press **Start** (left soft key) and select **Contacts**.
2. Highlight the contact containing the number you want to create a speed dial for.
3. Press the **Center key** to display the contact's details.
4. Highlight the phone number, email address, or Web page for which to create the speed dial.
5. Press **Menu** (right soft key) and select **Add to Speed Dial**.



To view your speed dial list go to **Start>Speed Dial**

Wireless Tips and Tricks



- Press Call/Answer key  to access call log (while in HOME)
 - i.e. provides contact, call timer, number dialed, etc.
- Press Call/Answer key  twice to redial the last call.



- Scroll trackwheel to adjust volume while on a call.

View Missed Call

- Your phone keeps a record of your unanswered calls.
- Press **Start** > **Call History**. Press **Menu** > **Filter** > **Missed Calls**.

You can also use alternative methods to answer an incoming call.

- *To activate or deactivate an answer option:*
- Press **Start** > **Settings** > **Call Options** > **Any key answer**


Messaging

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Text Entry



You enter text and numbers using the phone keypad. When you select a field that requires text or numbers, the phone automatically selects the appropriate input mode. However, if you need to switch between modes, press the **ALT** key () See the indicator at the top of the Home Screen to identify the current text mode setting.



Text Entry

The Q9c uses more than the QWERTY keypad to keep connected

Your device has 3 text entry modes available depending on what kind of text you would like to enter. Depending on what screen you're in, your device automatically goes into the text entry mode that's most appropriate.

Press the  FN key (also known as ALT Key) to change text entry mode.

The indicator at the top right of the display screen next to the signal antenna shows the entry mode you are using:

Primary key entry (abc) In this mode, pressing the key causes the character at the bottom of the buttons (letters) to appear.

This is the mode you would use for entering letters.

Lowercase (Primary entry mode icon appears as (abc))

Caps (Primary entry mode icon appears as [Abc])

Caps Lock (Primary entry mode icon appears as [ABC])

Alternate Characters

Secondary key entry (📄) ALT key:

In this mode, the next key you press will cause the character (symbols) at the top to appear. After that your device returns to primary key entry mode. This mode is best for entering single digits or the characters that appear at the top of the keys on your keyboard.

Secondary key lock Press and hold (📄) ALT key:

In this mode, the keys you press will cause the characters at the top of key to appear until you change entry mode by pressing the **ALT** key. This mode is best for entering strings of digits, like phone numbers.

- q To backspace and delete a single character, press the **Back** key
- q To delete an entire text or numeric field, press and hold the **Back** key
- q To enter a symbol, press the **ALT** key followed by the **Caps** key.
- q The **Symbol page** displays.
- q Press the center select key or thumb wheel to select the symbol you want.

E-Mail



The MOTO Q is capable of working with personal e-mail accounts and Corporate email accounts via ActiveSync.

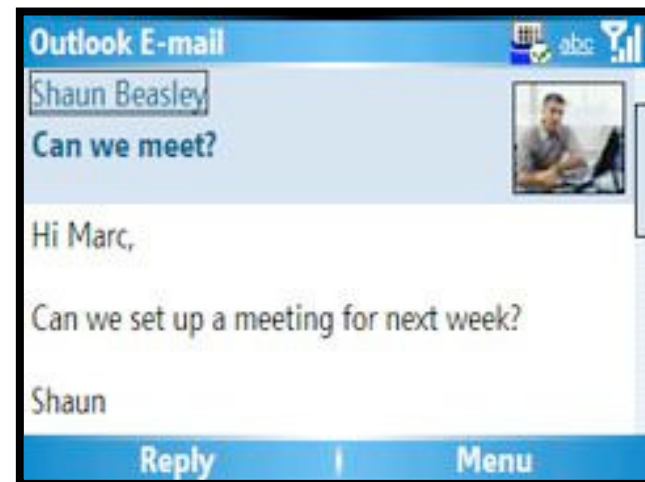
Check with your admin or the Email setup guide for more details.

Opening messages:

- Press **Message** key (✉) or press **Start > Messages > E-Mails**
- New messages will be listed.
- Highlight and select message to read.
- Use the Navigation key to select and use embedded links or attachments.
- Press **Navigation key** to the **right** to read next message, **left** for previous message.
- **Note:** *If you do not see a list of messages, press Menu (Right soft key) and select Folders > Inbox*

Email options are available such as Delete, Save, Reply, or Forward.

- Press **Menu** (Right soft key) for options



Email Continued



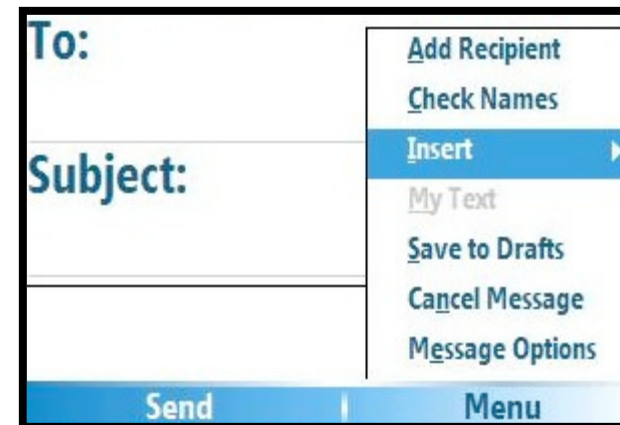
Composing E-Mails

- From the email Inbox, select **New** (Left Soft key)
- Type in the contact and press **Enter** to choose from the list.
- Use ; to separate contacts
- Use the keypad to the body to compose your message.
- Press **Menu** to choose options such as **priority** and / or **add attachments** such as pictures, and audio files
- Press **SEND** once done.



Email Signatures:

- From an Email account, press Menu (Right Soft key) and select **Options > Signatures**
- Check **Use Signature** to turn on or off.
- Highlight Signature and enter in your customer signature.



Global Address Lookup (GAL)



ActiveSync users can view a **Global Address LookUp (GAL)** on the Exchange Server from your device. This allows updated Contact Lookup of Phone Number and Email addresses from your Corporate Office / Desktop Outlook contacts.
(Note: GAL uses active data session to pull information. It can not be stored for offline viewing.)

To use GAL to find an email address:

- While creating an email message to send, press **Menu** (Right Soft key).
- Select **Add Recipient**.
- Press **Menu** (Right Soft key) and select **Company Directory**
- Enter the name of the person you want to find and press **Search**.
- When you locate the contact, highlight and select it. The email address will populated the **To Field**.



Calls from GAL:

You can also use GAL to search for a contact and make a wireless call.

- Press **Start** and select **Contacts**.
- In Contacts, press **Menu** and select **Company Directory**.
- Scroll through the list of entries and press the **Call/Answer** on desired contact.


SMS Text Messaging




SMS or Text Messaging for use in quick Wireless to Wireless or even Wireless to Email communication.

- 160 Character limit, no e-mail server required.
- Phone SMS/email address: <phonenumber>@messaging.sprintpcs.com

To send a Message:

- Press the **Message** key () or select **Start > Messaging**
- Choose **Text Messaging**
- Press **New** (Left Soft key)
- Enter in the **Phone number** of who you want to text or press the **Menu** (Right Soft key) to add from contacts.
- Scroll down to body and type message.
– *Counter on body will indicate when you have maxed out message.*
- Once done, press **Send** (Left Soft key)

Receiving SMS:

- SMS received will appear as alerts
- To view, press Alerts on the Home screen (Soft key) or press the Message key () and select **Text Messaging**
- Message will appear in the Inbox, use the **Navigation pad** to view.
- You can then **reply, forward** or **delete**.

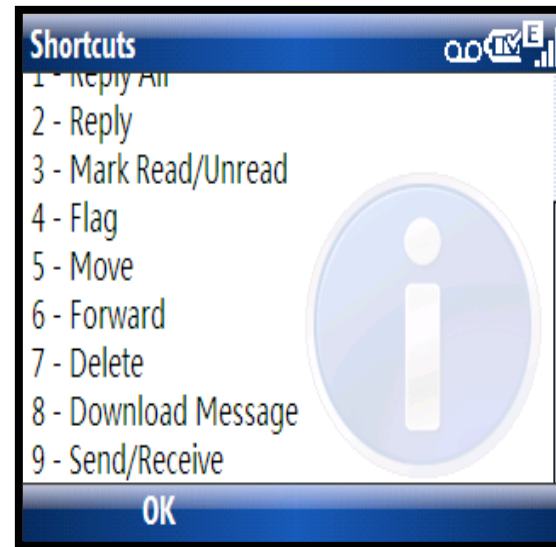


Messaging

Messaging Shortcuts



- Start by pressing and holding zero to see list of shortcut options
- To execute the shortcut, press and hold the desired key
- Includes:
 - (0)List
 - (1)Reply All
 - (2)Reply
 - (3)Mark Read/Unread
 - (4)Flag
 - (5)Move
 - (6)Forward
 - (7)Delete
 - (8)Download Message
 - (9)Send/Receive



Email Tips and Tricks



- **Place a call from your email screen**

Simply highlight and select the name or address and the contact will appear on the screen, including phone numbers).

- **Toggle between email accounts**

When you are viewing any account, use the Left or Right arrow on the Nav key to navigate your accounts.



Email Tips and Tricks (Cont.)



Sync items in your Sent Folder

In order to sync Sent items (personal or business email):

- Select **Folders**
- Then **Menu > Manage Folders >** choose the Sent folder
- select **Sync** (Right soft key).



Empty deleted items folder

- Press **Start > Messaging > E-mail Account**
- Press **Menu > Folders > Deleted items**
- Press **Menu > Empty Folder**

DOCS to GO



- New file creation (word processing, spreadsheet & presentation)
- Ability to maintain original file formatting on roundtrips (via InTact™ Technology)
- Native PDF support
- Edit and create presentations (not just view)
- File compression and decompression (zip/unzip)
- Supports password-protected Word & Excel files
- Edit and create charts in spreadsheets (not just view)



Docs to Go Choices



The Moto Q9c has the following To Go options for maximum work experience in the field:

- **Word to Go**
 - View, Edit and Create Microsoft Word Documents
- **Slideshow to Go**
 - View, edit and create Microsoft PowerPoint presentations
- **PDF to Go**
 - View PDF files and attachments
- **Zip to Go**
 - Decompress zip Archives
- **Sheets to Go**
 - View, edit and create Microsoft Excel Spreadsheets



Contacts

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Contacts



Search for Contact

Enter the first few letters of the contact's name. The Moto Q will search through the contact list and displays the name.

To add a new contact:

- Select **Start** and select the **Contacts** icon.
- Select **New** (Left Soft key) to create a new contact
- Enter the contact information and details.
-Phone #, Email address, location, notes, etc.
- Choose **Done** (Left Soft key) to save.

To edit a contact:

- Select Start and select the **Contacts** icon.
- Highlight the entry you want to modify and click in for contact details.
- Select **Menu** then **Edit**.
- Modify details as needed,
- Choose **Done** (Left Soft key) to **Save**.



Customize your Contacts

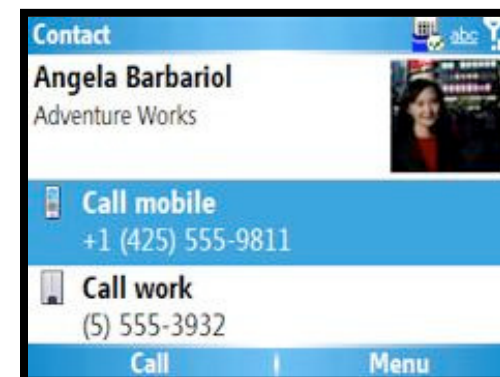


Assigning a custom ring tone:

- While creating or editing a contact, select the **Custom ring tone** field.
- Select the custom ring tone you want to assign to the contact.
- Press **Done** (Left Soft key).

Assigning a custom Picture ID:

- You can assign a picture to a contact. This picture will display when you receive a call from that contact.
- While creating or editing a contact, select the **Picture** field.
- Select the picture you want to assign to the contact from the thumbnail pictures you see.
- Press **Done** (Left Soft key).



Send Contact to Another Device

- Use a Bluetooth® connection or Infrared connection to send a contact to another phone, computer, or device:
- Press **Start** > **Contacts** > *Contact Name* Press **Menu** > **Beam Contact**
- Status information displays, indicating the name of the device to which the phone is beaming, and whether the beaming process is pending, finished, or was unsuccessful.

Calendar

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Calendar



To view Calendar events:

- Press **START** and find/select the **Calendar** icon.
- Press the Left Soft key to change view: (Month, Week, Agenda)
- Highlight the event and press the **Center Select** key for item details.
 - To 'Quick Jump' to a specific date, press **Menu** (Right Soft key) and select **GO to Date** of choice.

Jan 2008						
S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

Agenda Menu

Adding a Calendar event:

Press **START** and find/select the **Calendar** icon.

- Press **MENU** (Right Soft key) and select **New Appointment**
- Enter event information as you would an Event in Outlook
 - Adjust details such as All Day Event or Status.
- Press **DONE** (Left Soft key) when complete.

Meeting Requests:

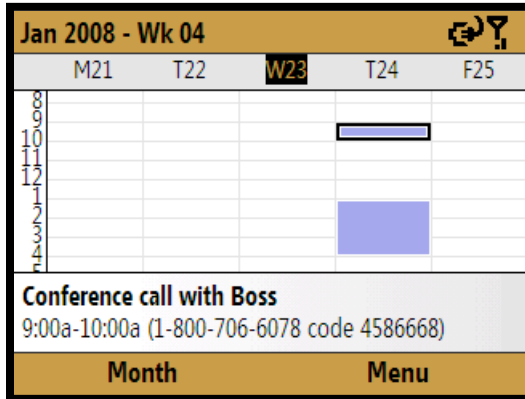
- Meeting Requests accepted via **Outlook** (Messaging)
- Accepting a **Meeting Request** will move copy of entry to calendar.

Jan 2008 - Wk 04	New Appointment
M21 T22	Delete Appointment
	Propose New Time
	Reply
	Agenda View
	Month View
	Go to Today
	Go to Date
	Tools

No appointments.

Month

Calendar

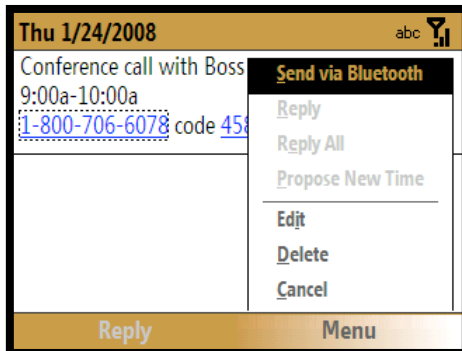


Calendar Event Reminder

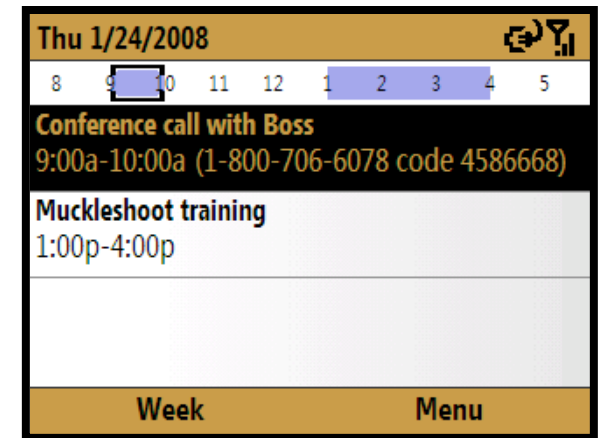
The default reminder time for tasks and calendar items is 15 minutes. To change this default: Press **Start** > **Calendar** Press **Menu** > **Options** > **Set Reminders**

Sharing Events:

Events on Calendar can be shared to others via Bluetooth or Infrared (IR)



- Highlight Event, press **Menu** and choose **Send via Bluetooth**
- Press **Menu** > **Beam Appointments** to IR transfer.
- Target name will appear, confirm transfer.



Calendar Options

- From the Calendar application, press **Menu** (Right Soft key) and select **Options**.
 - Make adjustments as needed to Week view, First Day of Week, etc.

Calendar Tips and Tricks



Send an email from a calendar notice

You can send an email from a calendar notice when any email or contact information is provided in the meeting notice:

1. Open up your Outlook Calendar.
2. Scroll down and open the appropriate appointment.
3. Scroll down to **Attendees** using the navigation key or the thumb wheel.
4. Press the **Center** button in the middle of the navigation key.
5. Scroll to the desired recipient.
6. Press the **Center** button in the middle of the navigation key.
7. Select **Send e-mail**.
8. Select the desired email account from which you wish to send the email.
9. Type out your email and press **send**.

Internet Browser

- What's in the Box
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Internet Browser



To go to the Web browser:

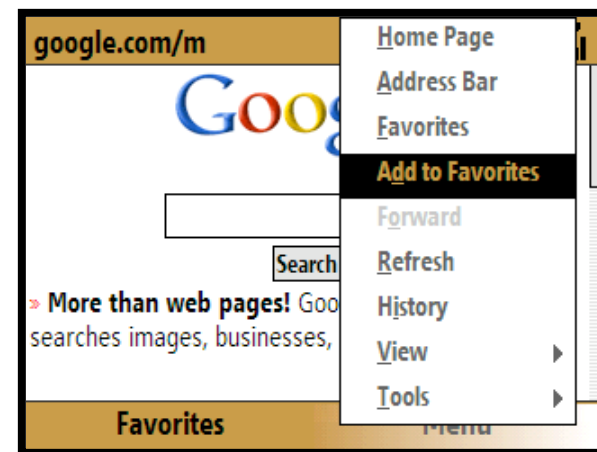
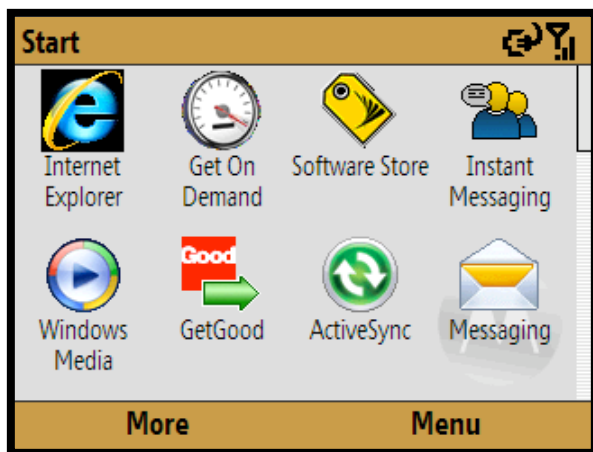
- Press **Start** (left soft key) and select **Internet Explorer**.

To view a Web page:

- press **Menu** (right soft key) and select **Address Bar**.
- Enter the URL and press **Go** (right soft key).

To add a Web address to Favorites:

- open the Web page,
- press **Menu** (right soft key), and select **Add to Favorites**.



Internet Browser



To select a link in a Web page:

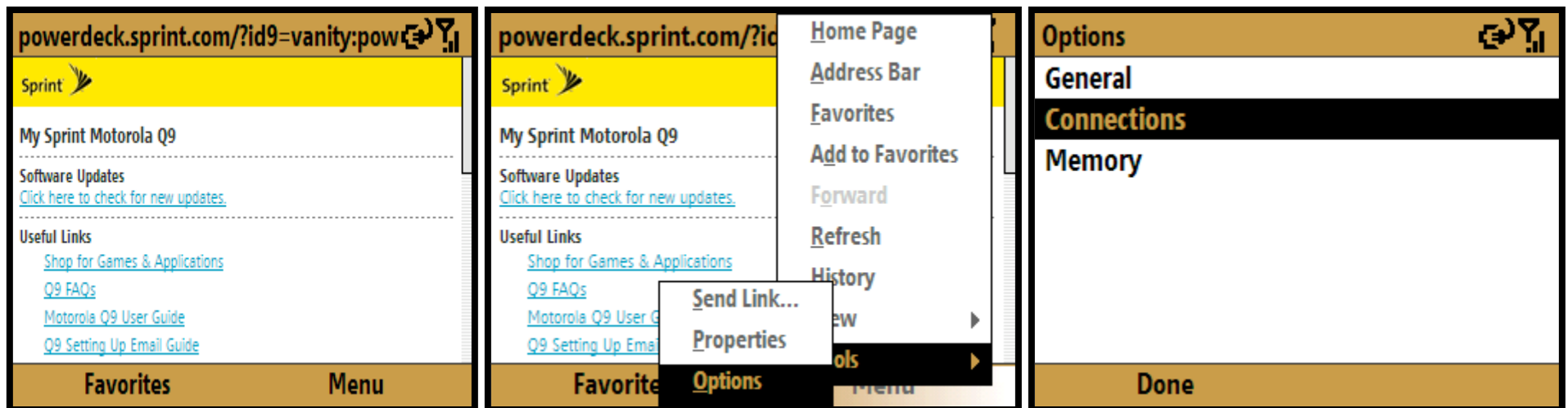
- use the navigation key to highlight the link and then press the **Center Select** key.

To change connection options:

- press **Menu** (right soft key) and select: **Tools > Options > Connections**
- Unless in Favorites and then it is: **Options > Connections**)

To show pictures:

- press **Menu** (right soft key) and select: **View > Show Pictures**.



Download File/Phone As Modem



Downloading a file from the Web:

- Highlight the file, press **Center Select** key and choose **Store**



Disconnect:

- Press the **End Session** key



Phone as a Modem (PAM)

- Allows PC to use MOTO Q9c as a EVDO Broadband Modem
 - Connects via USB or Bluetooth to PC
- Install Software / Drivers from MOTO Q9c CD
- Or - Go to www.sprint.com/downloads to get the latest version of Sprint PAM Connection Manager



Profiles

- What's in the Box
- Device Layout
- Options
- Home Screen
- Wireless
- Messaging
- Contacts
- Calendar
- Internet
- Profiles
- Miscellaneous Items



Profiles



These are the profiles you can choose:

Normal	Silent	Meeting	Outdoor
Automatic	Headset	Car	

To choose your profile:

- On the Home Screen, highlight the profile area and select with Navigation key. (⬇️)
- Select the profile you want to engage.

To Modify your Active profile:

- On the Home Screen, highlight the profile area and select with Navigation key. (⬇️)
- Highlight the profile you want to modify.
- Press Right Soft key and choose Edit
- Adjust settings as desired. (Left Soft key to Save / Done)



Tip: Do you want your device to vibrate instead of ring while your Outlook calendar shows you are in a meeting? Use the Automatic profile.

Miscellaneous Items

- What's in the Box
- Device Layout
- Options
- Home Screen
- Wireless
- Messaging
- Contacts
- Calendar
- Internet
- Profiles
- Miscellaneous Items



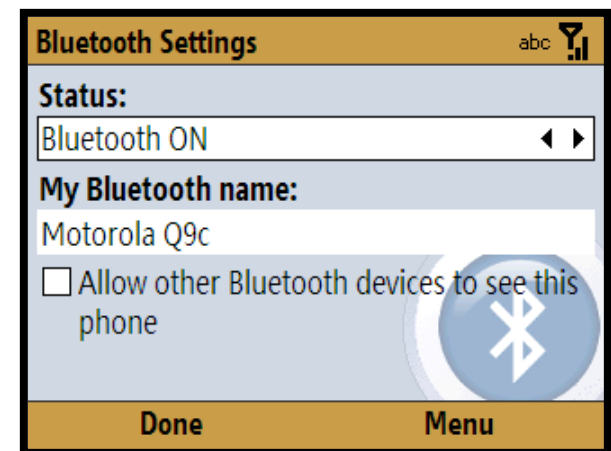
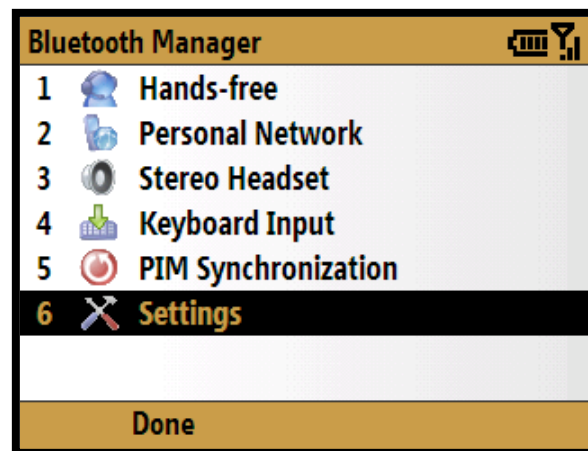
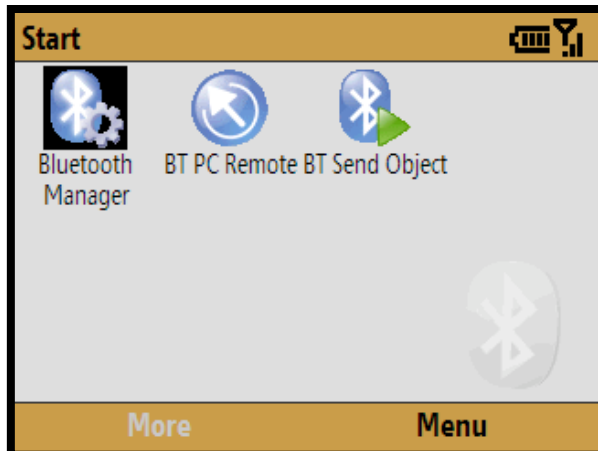
Bluetooth



Setting up Bluetooth

Turn Bluetooth on:

- Press **START** (left soft key)
- Select **Bluetooth**>**Bluetooth Manager**>**Settings**
- Toggle **STATUS** to **Bluetooth ON**
- The Bluetooth indicator displays in the **To Home** screen.



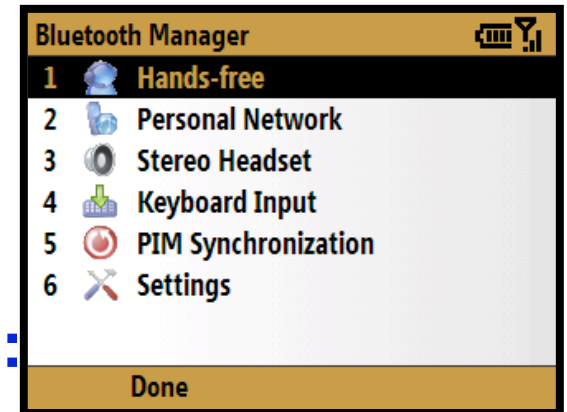
Bluetooth Continued



Setting up Bluetooth[®] Continued

To pair with a headset or hands free device:

- Press **START** (left soft key)
- Select **Bluetooth>Bluetooth Manager>Handsfree**
- Put the target device in pairing mode
- Press **ADD**. The smart device prompts you to verify that the target device is ready. Press **SEARCH**.
- Select the device from the list.
- If prompted, enter the device passkey (such as 0000) and press the **ACCEPT** key.



Note: It is always recommended to follow the pairing instructions on the accessory.

e911



Enhanced 911 (e911)

- All Sprint handsets including the MotoQ9c have an active GPS Satellite receiver chip on board.
- The primary purpose of the satellite receiver is to deliver latitude and longitude coordinates along with the Callback Number of the MotoQ9c to the Public Safety Answering Point (PSAP).
- When 911 is dialed on a MotoQ9c your location is identified on a boundary map at the PSAP to quickly dispatch Police, Fire Rescue, and/or EMT help.

Resources



- www.sprint.com
- www.motorola.com
- <http://softwarestore.sprint.com>

Thank you for Attending!

Questions?



DSS MotoQ9c committee:

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Email Setup



Setup a POP/IMAP Email Account

New, simpler setup wizard available from the Messaging Application index.

- Select **New E-mail Account**

The Messaging Application has a built in tutorial to setup POP3/IMAP personal email on the Q9c.

Enter your email address in the **E-mail address:** field.

By leaving the **Automatic Setup:** box checked, the Q9c will attempt to obtain the email settings from the Internet. Press the **Next** key.

If it is unsuccessful, (or the previous box was unchecked) settings must be entered manually. Press the **Next** key.