

motorola

motoe<sup>5</sup>

User guide

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# Check it out

When you're up and running, explore what your phone can do.

Topic	Location
Find these fast: Wi-Fi, aeroplane mode, flashlight and more.	<a href="#">Quick settings</a>
Choose new wallpaper, set ringtones and add widgets.	<a href="#">Customise your phone</a>
Experience crisp, clear photos, movies and videos.	<a href="#">Camera</a>
Customise your phone to match the way you use it.	<a href="#">Moto</a>
Browse, shop and download apps.	<a href="#">Apps</a>
Keep your info safe. Set up your password and more.	<a href="#">Protect your phone</a>
Ask questions, get answers.	<a href="#">Speak</a>
Share your Internet connection.	<a href="#">Wi-Fi hotspot</a>


**Tip:** view all of these topics on your phone, swipe up  from the Home screen and tap

 **Device Help.** For FAQs and other phone support, visit [www.motorola.com/support](http://www.motorola.com/support).

## SAR

This product meets the applicable national or international RF exposure guidance (SAR guideline) when used normally against your ear or when worn or carried at a distance of 5 mm from the body. The SAR guideline includes a considerable safety margin designed to ensure the safety of all persons, regardless of age and health.

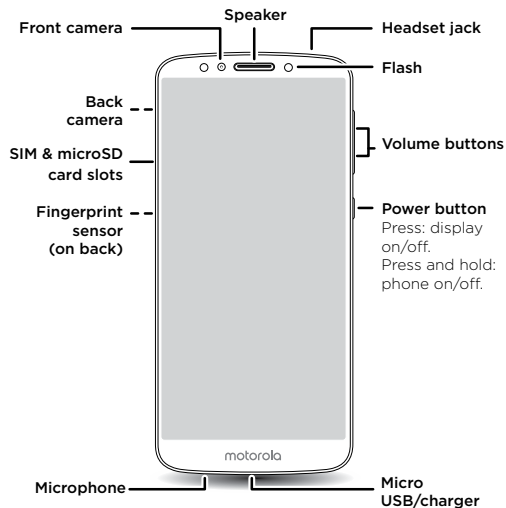
**Caution:** before using your phone, please read the Legal information. Swipe up  >

 **Settings > System > Legal information.**

# Get started

## First look

Let's get started. We'll guide you through start-up and tell you a bit about your phone's features.



**Note:** certain apps and features may not be available in all countries.

## Power button

Your Power button helps in a few ways.

- » **Power on/off:** press and hold the Power button, then tap **Power off**. When your phone is off, press and hold the Power button to turn it on.

- » **Sleep:** to conserve battery power or prevent accidental touches, put the touchscreen to sleep by pressing the Power button.

- » **Wake up:** press the Power button again.

- » **Reboot:** to reboot your phone, press and hold the Power button, then tap **Restart**.

**Tip:** to add security to your phone, see [Protect your phone](#).

## Volume buttons

Your volume buttons can help:

- » **Ringer volume:** press the buttons when your phone is ringing to silence it.

- » **Earpiece volume:** press the buttons during a call.

- » **Music/video volume:** press the buttons during a song or video.

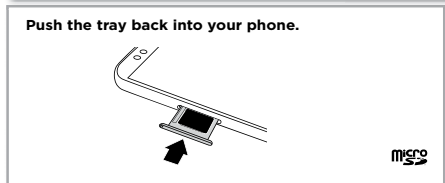
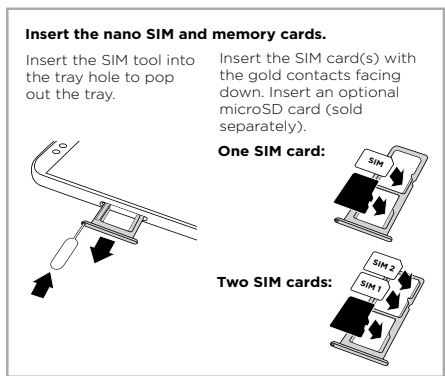
**Tip:** for more on volume control, see [Volume](#).

## Insert the SIM and microSD cards

To activate phone service, you might need to insert one or two SIM cards, or this may have been done for you. You can also add a microSD card, which is optional and sold separately.

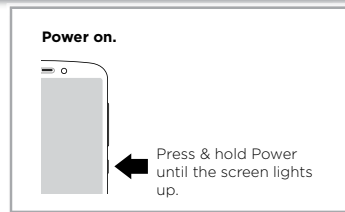
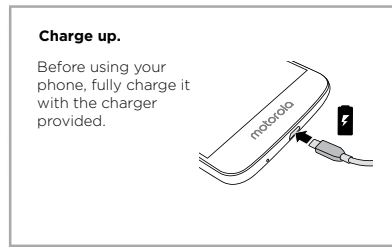
## Insert the cards

**Caution:** make sure you use the correct size SIM card and don't cut the SIM card.



## Charge up & power on

Charge your phone fully and turn the power on. Follow the screen prompts to get started.




## Sign in

If you use Gmail™, you already have a Google™ account – if not, you can create an account during setup. Signing in to your Google account lets you access, sync and back up your stuff. You can see your Google apps, contacts, calendar, photos and more.

### Tips

- » To add, edit or delete accounts, swipe up ^ >  **Settings** > **Users & accounts**.
- » To set up email accounts, see [Gmail™](#).
- » For help with your Google account, visit [www.google.com/accounts](http://www.google.com/accounts).









## Connect to Wi-Fi

For faster Internet access and to conserve data use, swipe the status bar down, then tap  > **Network & Internet** > **Wi-Fi** to turn Wi-Fi on. For full instructions, see [Connect with Wi-Fi](#).

**Note:** this phone supports apps and services that may use a lot of data, so make sure your data plan meets your needs. Contact your service provider for details.

## Explore by touch





Find your way around:


- » **Tap:** choose an icon or option.
- » **Touch and hold:** see more options.
- » **Drag:** move items on the Home screen.
- » **Swipe:** scroll through lists or between screens.
- » **Pinch or double-tap:** zoom in and out on websites, photos and maps.
- » **Twist:** twist a map with two fingers to rotate it, and pull two fingers down to tilt it.
- » **Back:** tap Back  to go to the previous screen.
- » **Home:** tap Home  to return to the Home screen.
- » **Recents:** tap Recents  to see your recent apps (or browser tabs), and tap an app to reopen it. Double tap to quickly switch between your recent apps. To remove an app from the recent list, swipe it left, right or tap . To scroll the list, swipe up or down.  
**Tip:** you don't need to remove apps from Recents for your phone to run efficiently.
- » **Split screen:** from the recent apps list, touch and hold an app and then drag it to the top of the screen to view two apps at once. Not all apps will work in split screen. To close the split screen, drag the dividing line to the bottom of the screen. Or touch and hold .
- » **Menus:** when you see  or , you can tap it to open options for the current screen.
- » **Close Keyboard:** to close a keyboard, tap .

## Improve battery life

Your phone processes tons of information. Depending on what you use, that can take a lot of power.



When your phone is stationary, not charging or not in use for a period of time, unnecessary background processes are shut down to optimise battery life.

- » To see what's using up battery power, swipe up  >  **Settings** > **Battery**.
- » To help improve battery life, swipe up  >  **Settings** > **Battery** > **Battery saver** and turn it on.

**Tip:** to quickly open **Settings**, swipe down on the status bar and tap .

## Battery tips

To save even more battery life between charges, you could reduce:

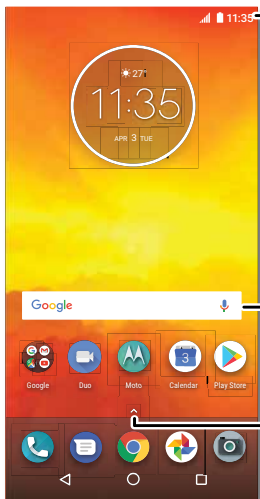
- » Widgets that stream information to your Home screen, such as news or weather.
- » Unused accounts: swipe up  >  **Settings** > **Users & accounts**.
- » Recording or streaming videos or music.

# Learn the basics

## Home screen

The Home screen is what you see when you turn on your phone. From here you can explore apps and more.

**Note:** software updates happen frequently, so your screen may look a little different.






Swipe down for notifications and settings.

Search by typing or say "OK, Google"

Swipe up  to see all of your apps.

## Tips


- » **Open app list:** swipe up  to see all your apps.
- » **Return home:** to return to the Home screen from any location, tap Home .
- » **Pages:** to add a page, drag an app to the right side of the screen until you see a new page. You can add multiple pages. To see other pages of shortcuts and widgets (if available), swipe the Home screen left.
- » **Settings:** to quickly open common settings, swipe the status bar down. To open more settings, tap .
- » **Customisation:** to personalise your Home screen, see [Customise your phone](#).

## Help & more


Learn even more about your phone and get support.

**Find it:** swipe up  >  **Device Help**

## Search

On the Home screen, tap the Google Search box for a text search or tap  to search by voice.

When you type, suggestions appear below the search field:

- » To search for a suggestion, tap it.
- » To search for text in the search field, tap  on the keyboard.

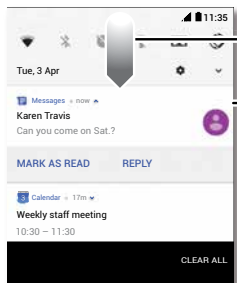
**Tip:** to close the keyboard, tap .

**Note:** for more on voice search, see [Speak](#).

## Notifications

At the top of the screen, icons on the left notify you about new messages or events. If you don't know what an icon means, swipe the status bar down for details.

**Tip:** getting too many notifications? Touch and hold a notification to see which app is sending them to you. Then you can turn them off.



Swipe down to see your notifications.

Tap a notification to open it, or choose an option, such as **REPLY**.

**Tip:** swipe left or right to remove a notification. Some notifications show more options when you slide them halfway.

**Tip:** to quickly change common settings, swipe the status bar down. For more, see [Quick settings](#).

## App notifications

You may see a notification dot on an app. This app notification, or badge, tells you the app has an update or an announcement, such as a new email or a missed call. Press and hold the app for more information, options or app shortcuts.



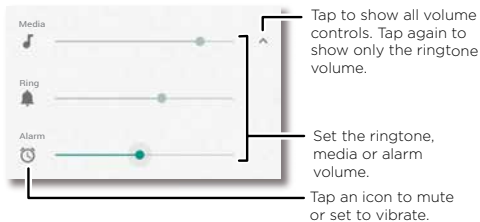
## Status icons

Icons at the top right of the screen tell you about phone status:

Status Icons	
Network strength	Do not disturb
Wi-Fi in range/connected	Alarm set
Bluetooth on/connected	Data Saver on
Aeroplane mode	Portrait/Auto-rotate
Battery charging/full	Location on/off

## Volume

Press the side volume buttons up or down to select a ringer volume from high to vibrate



## Do not disturb

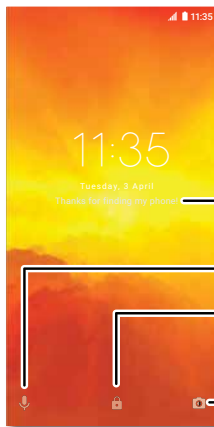
To turn off some or all sounds, swipe the status bar down, tap **Do not disturb** and turn it on. Select one of these options:









- » **Total silence:** turn off all sounds and alarms. Override sound settings from other apps. Set how long to stay in this mode, or choose indefinitely.
- » **Alarms only:** set how long you want to only hear alarms, or choose indefinitely. Tap **MORE SETTINGS** to customise which other interruptions to receive.
- » **Priority only:** set how long you want to only hear priority interruptions, or choose indefinitely. Tap **MORE SETTINGS** to customise which interruptions to receive.

**Tip:** to create an exception for repeat callers that allows a call from the same person within a 15 minute period, tap **MORE SETTINGS** > **Priority only allows** > **Repeat callers**.

## Lock screen

Your touchscreen is on when you need it and off when you don't.



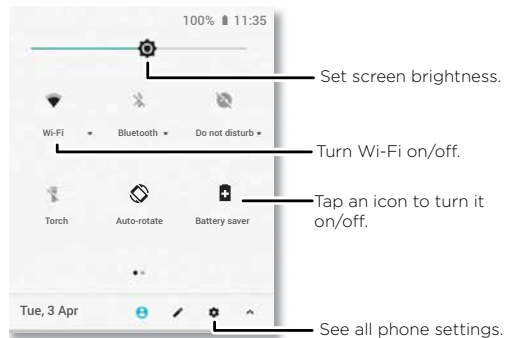
- » **Screen off and on:** press the **Power** button to turn the screen off and on.
- » **Screen lock:** to unlock the screen, touch  and drag up. To apply security to the lock screen (recommended), see [Screen lock](#).
- » **Notifications:** double tap a notification in the lock screen to open it.  
**Tip:** to prevent notifications from appearing in the lock screen, swipe up  >  **Settings** > **Apps & notifications** > **Notifications** > **On the lock screen** > **Don't show notifications at all**.
- » **Owner info:** to add a message to your lock screen, swipe up  >  **Settings** > **Security & location**, tap  > **Lock screen message**.
- » **Screen timeout:** to change your timeout (screen locks automatically), swipe up  >  **Settings** > **Display** > **Advanced** > **Sleep**.



## Quick settings

For quick access to **Wi-Fi**, **Bluetooth**, **Aeroplane mode**, brightness and other settings, swipe the status bar or lock screen down. For even more settings, tap .


Tap  to rearrange your settings and add or remove settings.



## Speak

### Google voice

Use Google voice commands to tell your phone what you want.

» **Use voice to make a call:** tap  on the Home screen or say "OK, Google" to control your phone by voice.


Then say "Call" and then a contact name or number. Or, say "Send text", "Go to" an app or "Help".

**Tip:** if a contact has more than one number, you can say which number to call (for example, "Call Joe Black Mobile").

» **Search by voice:** tap  on the Home screen or say "OK, Google" to search by voice.

**Note:** see also [Google Assistant](#).



## Voice to text


On a keyboard, tap , then say your message or search text. You can also say punctuation.

## Google Assistant

**Note:** this feature may not be available in all languages.


Ask your phone questions, find answers and set tasks using the Google Assistant.

To turn on the Google Assistant, swipe up  >  **Settings** > **Google** > **Search** > **Settings** > **Phone** > **Google Assistant**.

Touch and hold Home  from any screen, then say or type a command. You can also say, "OK, Google" to open the Google Assistant.

## Screen search

**Note:** this feature may not be available in all languages.

Screen search provides information based on the app you're in. Touch and hold Home  while in an app.

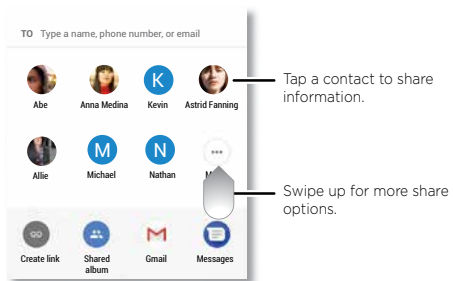
To turn Screen search on/off, swipe up  >  **Settings** > **Google** > **Search** > **Settings** > **Phone** > **Use screen context**.

For more on the Google Assistant, visit <https://support.google.com/assistant>.

## Direct Share

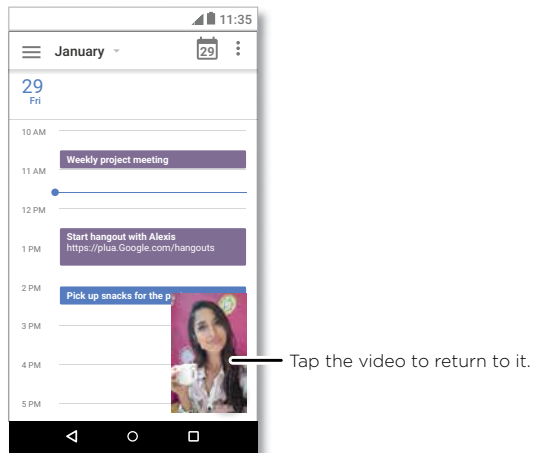
In some apps, you can share something directly to a contact, app or conversation.

Select the share option within an app, then select a contact, choose an app or type a name or number to find a contact.



## Picture-in-Picture

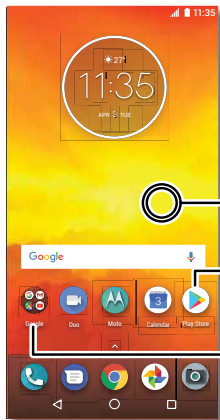
If you're watching a video, are on a video call, or are using navigation and you change screens, your video continues to play in a small window on your screen. Tap it to return to it. Tap the **X** to close it.



# Customise your phone

## Redecorate your Home screen

Customise your Home screen the way you want.



Touch and hold an empty spot to change wallpaper.

Tap a shortcut to open. Touch and hold to move or delete.

Drag shortcuts on top of each other to make a folder.

- » **Change your wallpaper:** touch and hold an empty spot on the Home screen, then tap **WALLPAPERS**.
- » **Add a Home screen page:** drag an app to the right side of the Home screen until a new page appears. You can add multiple pages.
- » **Adjust display settings:** adjust brightness, font size and screen saver. Swipe up > **Settings** > **Display**.
- » **Rotate:** in many apps, the touchscreen switches from portrait to landscape when you rotate your phone. To turn this on or off, swipe up > **Settings** > **Display** > **Advanced** > **Device rotation**.

## Choose apps and widgets

- » **Add apps to the Home screen:** swipe up , touch and hold an app, then drag it to one of your Home screen pages.
- » **Download new apps:** tap **Play Store**. For more on apps, see [App safety](#).
- » **Group apps together:** drag one app onto another. Do it again to add more apps to the folder. To name the folder, tap it and enter a name below the apps.
- » **See app options:** touch and hold an app. If the app has quick options (shortcuts), you'll see a list.
- » **Add widgets:** touch and hold an empty spot on the Home screen, tap **WIDGETS**, touch and hold a widget, then drag it to your Home screen.
- » **Resize widgets:** you can resize some widgets – touch and hold a widget until you feel a vibration, then release. Drag the white circles at the edges to resize.
- » **Move or delete widgets and apps:** touch and hold a widget or app and drag it to another spot, another page or to **Remove**.  
**Note:** removing an app from your Home screen doesn't uninstall the app from your phone.

## Customise sounds & appearance

Customise your phone's sounds and display settings:


- » **Set ringtone and notifications:** swipe up > **Settings** > **Sound**.  
**Tip:** set notification sounds for individual apps within the app's settings.
- » **Add vibrate for calls:** to make your phone vibrate, turn on **Also vibrate for calls**. To silence incoming calls, see [Do not disturb](#).
- » **Set ringtone for a contact:** swipe up > **Contacts**, tap the contact, then tap **Menu** > **Set ringtone**.
- » **Change language:** swipe up > **Settings** > **System** > **Languages & input** > **Languages**.
- » **Adjust font size:** swipe up > **Settings** > **Display** > **Advanced** > **Font size**.

## Discover Moto

See [Moto](#) to set more custom features, such as twisting your wrist twice to quickly open the camera and placing the phone face down to silence notifications and calls.

## Apps

Your phone comes ready with some great apps. To find and add more apps, tap






 **Play Store**. To learn more, see [App safety](#).

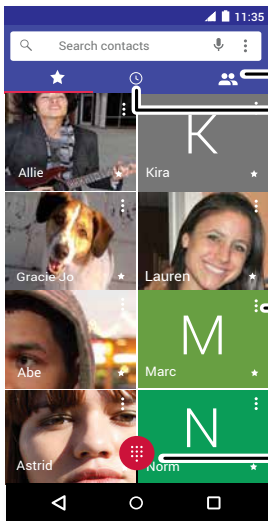
## Phone

Keep in touch by choosing a contact, returning a missed call or using a voice command to start a call.

### Make a call

**Find it:**  **Phone**

- » **Call a contact:** to call a contact or recent call, tap the contact name.
  - » **Dial a phone number:** to open the dial pad, tap . Enter a number, then tap  to call it.
  - » **Voice dial:** to voice dial, tap  on the Home screen or say "OK, Google", then say "Call <name>".
  - » **Voicemail:**  appears in the status bar when you have new voicemail. To hear it, swipe down and tap the notification.
  - » **Make a contact widget:** touch and hold an empty spot on the Home screen, tap **WIDGETS**, then touch and hold the **Direct dial** widget. Drag it to your Home screen, then select the contact. Tap the widget to call the person.
- Tip:** to enter the international dialling code (+), touch and hold **0**. To add a pause or wait after numbers, tap Menu .



See all your contacts.

See recent calls.

Tap a favourite to call it. Tap the Menu to see options for the contact.

Dial a number.

## Receive a call

- » **Answer a call:** when your phone is locked, swipe up to answer. When the phone is unlocked, tap **ANSWER**.
- » **Ignore a call:** when your phone is locked, swipe down to reject the call and send it to voicemail. When the phone is unlocked, tap **DECLINE**.  
**Tip:** you can also press the Power button to ignore the call or press a volume button to silence the ringer.
- » **Respond with a text:** when your phone is locked, swipe up and select a message to immediately send it.

**Note:** when you hold your phone to your ear, the touchscreen goes dark to avoid accidental touches. When you move the phone away from your ear, the screen lights up again. Don't use covers or screen protectors (even clear ones) that cover the proximity sensor above the touchscreen.

## During a call

- » **Mute a call:** tap **Mute** on the call screen to mute the call. You can hear your caller, but they can't hear you.
- » **Multi-task:** while you're on a call, tap Home to hide the call screen and look up a phone number, address or open other apps. To reopen the call screen, swipe the status bar down and tap **Ongoing call**.
- » **Answer a second call:** to answer a second call, tap **Hold and Answer Voice**. The first call is placed on hold. To switch between calls, tap **Swap**.
- » **3-way call:** to join two calls together, answer the second incoming call while your first call is active, or tap **Add call** to dial a second call. The first call is placed on hold. Tap **Merge** to join the calls together.
- » **End a call:** tap .

## Favourites

See all your favourite contacts together.

**Find it:** **Phone** > ☆

To add favourites, tap , scroll or search to find the contact, then tap the picture (or letter, if no picture) and tap ☆.



## Recent calls

View your calls (with newest first), and then call, text or store them:

**Find it:** **Phone** >




- » To return a call, tap next to the caller's name or number.
- » To send a text message, store the number or other options, tap the caller's picture.
- » To remove an entry from the call log, tap the name or number, then tap **Call details** > .
- » To clear the list, tap Menu > **Call history** > Menu > **Clear call history**.



## Your phone number

**Find it:** swipe up  >  **Settings** > **System** > **About phone** > **Status** > **SIM status** > **My phone number**

## Emergency calls

Your service provider programs one or more emergency phone numbers that you can call under any circumstances, even when your phone is locked. Emergency numbers vary by country. Your pre-programmed 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 Tap  **Phone** (if your phone is locked, drag  up to unlock it, then tap Emergency).
- 2 Enter the emergency number.
- 3 Tap  to call the emergency number.

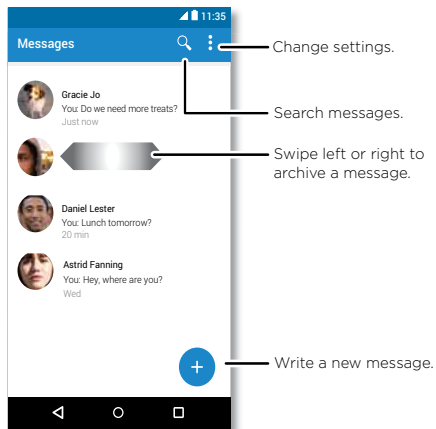
**Note:** your phone can use location-based services (GPS and AGPS) to help the emergency services find you. For more information, swipe up  >  **Settings** > **System** > **Legal information** > **Legal and safety** > **Location services**.

## Messages










Stay in touch with messages and pictures. For tips on using the keyboard, see [Use the keyboard](#).

**Find it:**  **Messages**




- » **Create:** tap .
- » **Attach:** when you're typing a message, tap  to attach a picture, audio, video or more.
- » **Send:** tap  to send the message.
- » **Reply:** open a conversation, then enter your response in the text box at the bottom and tap .



## Tips



- » **Add a contact:** in a conversation, touch and hold a message for more options, such as adding another contact.
- » **Delete thread:** to delete a whole thread of messages, touch and hold the thread, then tap  to delete.
- » **Save pictures:** touch and hold a picture and then tap  to save it. To see the picture, swipe up  >  **Photos**.
- » **Voice entry:** tap a text box, then tap  on the keyboard.  
**Tip:** if you don't see  on the keyboard, swipe up  >  **Settings** > **System** > **Languages & input** > **Virtual keyboard** > **Google voice typing** to activate voice entry.
- » **Turn off notifications:** stuck in a busy conversation? You can turn off notifications. Tap the thread, then tap Menu  > **People & options** > **Notifications**.

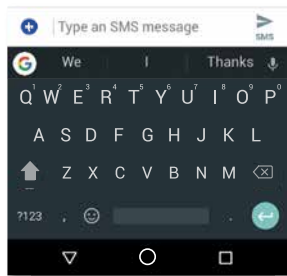
## Set your default messaging app

To set  **Messages** as your default messaging app, swipe up  >  **Settings** > **Apps & notifications** > **Advanced** > **Default apps** > **SMS app** and select the messaging app to use as the default.





## Use the keyboard

When you tap a text box, such as in a message or search, you have keyboard options.

- » **Type or gesture:** enter letters by touching them one at a time. Or enter a word by tracing a path through the letters. While you're typing, word suggestions appear above the keyboard. Tap one to select it.
- » **Voice entry:** tap  on the touchscreen keyboard, then say what you want to type.
- » **Close the keyboard:** tap .



See a different keyboard? It varies by app. This one is for texting.

- » **Symbols and numbers:** touch and hold a letter to enter the number at the top of it. To enter symbols, tap .
- » **Capital letters:** tap .
- » **Keyboard options:** to customise your keyboard, swipe up  >  **Settings** > **System** > **Languages & input** > **Virtual keyboard** > **Gboard**.
- » **Cut, copy and paste:** touch and hold a word to highlight it, tap **CUT** or **COPY**. Touch and hold the location you want to paste the text, and tap **PASTE**.

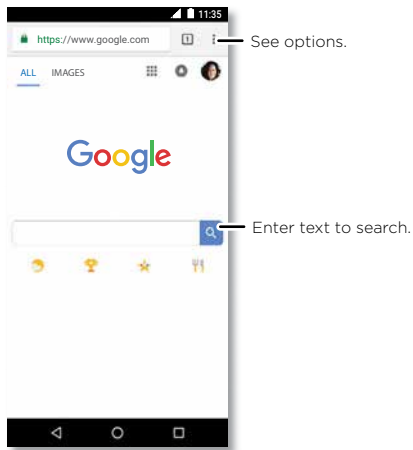
# Chrome™




Access the Internet with the Chrome browser app.


**Find it:**  **Chrome**



Or from the Home screen, tap the Google search box and enter text or speak to search.

**Note:** your phone uses your Wi-Fi network (or your mobile phone network if no Wi-Fi network is connected) to access the Internet. If you can't connect, contact your service provider. Your service provider may charge to surf the web or download data.




- » **Go to a webpage:** tap the address bar at the top of a page and enter an address.
- » **Add a bookmark:** tap Menu  > ☆.
- » **Open a bookmark:** open the address bar, then tap Menu  > **Bookmarks**.
- » **Webpage shortcut:** to add a webpage shortcut to your Home screen, go to the webpage and tap Menu  > **Add to Home screen**.

» **Mobile sites:** some websites automatically show you a "mobile" version of their page – if you want to show the standard computer versions of all websites, tap Menu  > **Desktop site**.

» **Reload:** if a page doesn't load correctly, tap Menu  > .



» **Tabs:** to open a new tab, tap Menu  > **New tab**. To move from one tab to another, tap .

» **Clear history:** in the browser, tap Menu  > **Settings** > **Privacy** > **Clear browsing data**. Then choose history, cache, cookies and other options.

» **Help:** for more about Google Chrome, tap Menu  > **Help & feedback** or visit <https://support.google.com/chrome>.


## Downloads

**Warning:** apps downloaded from the web can be from unknown sources. To protect your phone and personal data from theft, download apps only on Google Play™.

» **Files:** tap the download link. To show the file or app, swipe up  >  **Files**.


» **Pictures:** touch and hold it, then tap **Download image**. To see the picture, tap  **Photos** > **Download**.


## Browser settings


To change your browser security settings, text size and other options, tap Menu  > **Settings**.

## Safe surfing & searching

Keep track of what your browser and searches show:

» **Incognito:** to open a tab that won't appear in your browser or search history, Menu  > **New incognito tab**.

» **Auto-complete:** your browser can automatically fill information such as names or addresses in web forms, if you have entered the same information before. If you don't want that, tap Menu  > **Settings** > **Autofill and payments** > **Autofill forms**, then tap the switch to turn it off.

» **Pop-ups:** to stop pop-up windows from opening, tap Menu  > **Settings** > **Site settings** > **Pop-ups**, then tap the switch to turn it off.






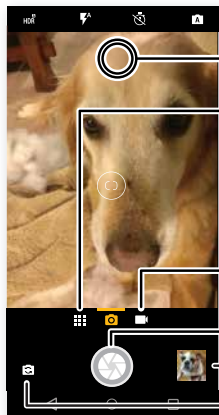
## Camera

Take crisp, clear photos with the back or front camera.

### Take photos

**Find it:**  **Camera**

- » **Take a photo:** tap  to take a photo.
- » **Take a selfie:** tap  in the camera screen to switch to the front camera.
- » **Zoom:** drag two fingers apart. To zoom out, drag your fingers together.
- » **Multi-shot:** touch and hold  to take a burst of photos.



Tap anywhere to change the focus.

See more options.

Switch to video camera.




Take a photo.

See your last picture.

Switch to front camera.






## Record videos

**Find it:**  **Camera**, then tap 





Tap  to start recording. Then tap  to stop recording. Tap  on the screen while recording to save a photo.


### Camera settings

Point, tap and you're done, or play with these camera options. You can find these options along the top of the camera or video screen:

Options	
 <b>HDR</b>	Turn on HDR (high dynamic range) effect for better pictures in challenging lighting situations, such as outdoors.
 <b>Flash</b>	Set to <b>On</b> , <b>Off</b> or <b>Auto</b> . With the front facing camera, you can also turn the torch on or off.
 <b>Beautify</b>	With the front-facing camera, smooth skin and beautify faces. Set to <b>Auto</b> , <b>Manual</b> or <b>Off</b> .
 <b>Timer</b>	Set a timer to 3 or 10 seconds.
 <b>Manual mode</b>	Control camera settings manually.

To find these options, tap Menu  or swipe right on the camera screen:

Options	
 <b>Panorama</b>	Take a wide-angle shot. Use the on-screen guide to slowly pan while you are taking the photo.
 <b>Slow motion</b>	Take a slow motion video.
 <b>Video</b>	Take a video.
 <b>Photo</b>	Take a photo.

To find these options, tap Menu  or swipe right on the camera screen, then tap **Settings**:

Options	
<b>Shutter sound</b>	Turn the shutter sound on or off.
<b>Storage</b>	Choose a storage location for your photos and videos ( <b>Phone</b> or <b>Memory card</b> ).
<b>Quick capture</b>	Twist twice to open or switch between front and back cameras.
<b>Save location</b>	Turn on to tag photos with a location.
<b>Photo size (rear)</b>	Set the photo resolution for the back camera.
<b>Tap anywhere to capture</b>	Capture photos or videos by tapping anywhere on the screen. Zoom by scrolling up or down with one finger.
<b>Assistive grid</b>	Overlay a grid to help align the subjects in your photos.
<b>Video size (rear)</b>	Set the video resolution.

## Capture your screen

To capture your phone's screen, press and hold both the Power and the Volume Down buttons at the same time.




To see the screen capture, tap  **Photos** > **Screenshots**.

**Tip:** also see [Screen pinning](#).

## Photos

### View, edit & share


**Find it:**  **Photos**

» **Play, share, or delete:** tap a thumbnail to open it, then tap  to share,  to delete, or Menu  for more options.


**Tip:** to select multiple files, open a folder, touch and hold a photo, then tap others. Or group photos in an album and share the whole album.

» **Zoom:** open a photo in your gallery, then double-tap or drag two fingers apart or together on the screen.

**Tip:** turn your phone sideways for a landscape view.

» **Wallpaper or contact photo:** open a picture, then tap Menu  > **Use as** > **Wallpaper** or **Contact photo**.

» **Edit:** open a picture, then tap 

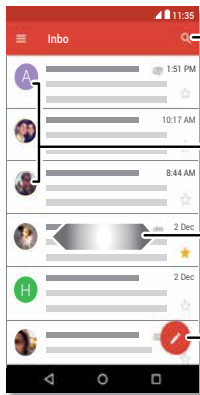
» **Slideshow:** tap a picture, then tap Menu  > **Slideshow**. To stop the slideshow, tap the screen. To show the slideshow on a television or other device, see [Connect, share and sync](#).

**Tip:** for more about Google Photos, visit <https://support.google.com/photos>.

## Gmail™

Send and receive email from all of your personal accounts (even if they're not Gmail accounts). You can manage your accounts in Gmail and easily switch between them.

**Find it:** swipe up  >  **Gmail**



Search email.

Touch and hold to choose multiple messages, then select an option at the top.

Swipe left or right to archive a message.

Compose a new email.

» **Add Gmail accounts:** the first time you turned on your phone, you probably set up or logged in to your Google account – that sets up the **Gmail** app for one account. To add more Google accounts, swipe up > **Settings** > **Users & accounts**, then tap **Add account** > **Google**.

**Tip:** in the **Gmail** app, tap > **Settings** > **Add account**.

» **Add email accounts:** the Gmail app manages all of your email accounts. To add other personal email accounts to the Gmail app, swipe up > **Settings** > **Users & accounts** > **Add account**. For Microsoft® Exchange server work email accounts, tap **Add account** > **Exchange** and enter details from your IT administrator.

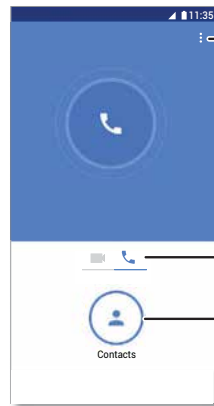
» **Change account settings:** to change the settings for a Gmail or email account, swipe up > **Gmail** > > **Settings**, then tap the account name.

» **Delete accounts:** swipe up > **Settings** > **Users & accounts**, then tap the account name. Tap **Remove account**.

## Duo

Sign in with your Google account to make and receive video calls.

**Find it:** swipe up > **Duo**



View settings.

Switch to video or call.

Choose a contact.

» **Start a new video call:** tap **Contacts**, then tap a name in your contacts to start the video call.

» **Preview incoming calls:** see live video of the caller before you answer. To turn this off for both the caller and receiver, tap Menu > **Settings** > **Knock Knock**.

» **Change settings:** tap Menu > **Settings** to change the vibration setting, block numbers and more.

» **Call anyone:** Duo works across platforms, allowing you to call friends with the Duo app on non-Android devices.

**Tip:** when on a video call, your phone will automatically switch from mobile network to Wi-Fi, if available.

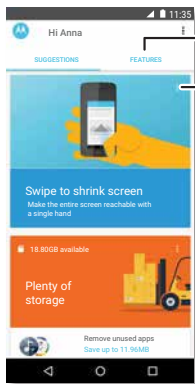
# Moto

Explore special features designed to save you time and make your day easier.

**Find it:**  **Moto > FEATURES**

- » **Moto Actions:** use gestures as phone shortcuts.
- » **Moto Display:** see your notifications at a glance and night settings.

**Note:** your phone may not have all features.



Tap to see and change app features, such as Moto Actions.

See suggestions customised for you. Tap Menu to remove a card.

## Moto Actions

Enhance your phone with gestures and actions.

**Find it:**  **Moto > FEATURES > Moto Actions**



- » **Quick Screenshot:** use three fingers to capture a screenshot.
- » **Swipe to shrink screen:** swipe down to the left or right corner to make the screen smaller for one-handed use.
- » **Pick up to stop ringing:** lift the phone to switch incoming calls to vibrate.
- » **Flip for Do Not Disturb:** place the phone face down to silence notifications and calls.

## Moto Display

See notifications, keep the screen on when you're looking at it and reduce blue light in the evenings.

**Find it:**  **Moto > FEATURES > Moto Display**

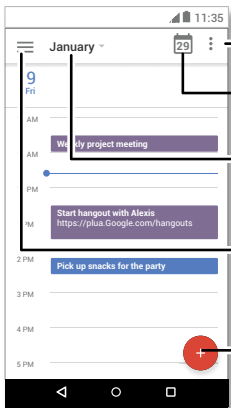
- » **Night Display:** reduces the amount of blue light on your display.
- » **Attentive Display:** your screen won't dim or sleep while you're looking at it.
- » **Moto Display:** battery friendly notifications fade in and out while the screen is off to show you what's going on. To customise which notifications are displayed, tap **Moto Display > Level of details to show.**

**Note:** notification display settings can also be set by swiping up  >  **Settings > Apps & notifications > Notifications**

## Calendar

See all your events, all in one place.

**Find it:**  **Calendar**



Tap to refresh the Calendar screen.

Go to today's date.

Jump to a different day.

Change the calendar view, adjust settings, get help and more.

Add a new event.

» **Change the view:** tap the month at the top to choose a date to view. Or tap to choose **Schedule**, **Day**, **3 Day**, **Week** or **Month**.

» **Go to today's date:** tap at the top.

» **Add events:** tap > **Event**, enter event details, then tap **SAVE**.

**Tip:** alternatively, tap a time on the calendar to enter event details.

» **Show, edit or delete events:** tap an event to open it, then tap edit . Tap an event and tap menu > **DELETE** to remove the event.

» **Show, hide or add calendars:** tap to show or hide calendars from your Google™ account. You can use a computer to add or remove calendars on your Google account at [www.google.com/calendar](http://www.google.com/calendar).

**Tip:** add a **Calendar** widget to your Home screen. Touch and hold an empty spot on the Home screen, tap **WIDGETS**, then touch and hold the **Calendar** widget and drag it to your Home screen.

## More apps

### Google Play™

Google Play is a digital content experience from Google where you can find and enjoy your favourite music, films, TV programmes, books, magazines and Android apps and games.

» **Download apps:** tap **Play Store**.

» **Log in or open a Google account:** visit [www.google.com/accounts](http://www.google.com/accounts).

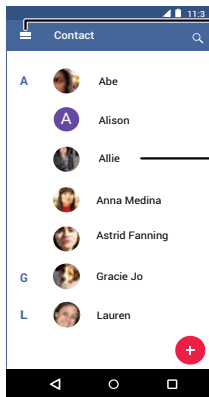
» **Google help:** see [www.google.com/support](http://www.google.com/support).

### Contacts

Combine information from your Google™ contacts and social networks for quick access to everyone you know.

**Tip:** you can find most of these features on the Contacts tab in the Phone app. See [Phone](#).











**Find it:** swipe up > **Contacts**



Sort contacts, change settings, accounts and more.

Tap to view contact information, call, send a text message and more.

Add a contact.

- » **Add a contact:** tap .
- » **Edit or delete:** tap a contact, then tap  or Menu  > **Delete**.
- » **Call, text or email:** tap a contact, then tap an option.
- » **Search contacts:** in the **Contacts** list, tap .
- Tip:** from the Home screen, tap the Google search box and enter a contact's name.
- » **Share a contact:** tap a contact, then tap Menu  > **Share** to send it in a message or email, via a Bluetooth® connection or save to Google Drive™.
- Tip:** tap a contact, then tap Menu  > **Add to Home screen** to add a shortcut for the contact on your Home screen.
- » **Synchronise:** on your phone, swipe up  >  **Settings** > **Users & accounts**, choose your Google account, then tap **Account sync** > Menu  > **Sync now** to sync it (if it has not been updated recently). You can also see these contacts at [www.gmail.com](http://www.gmail.com).
- » **Add your details:** to store your user profile, tap  > **Settings** > **Your info**






## Favourites





Set your most-used contacts as favourites, so you can get to them faster.

- » To set a favourite, swipe up  >  **Contacts**, select a contact and tap .
  - » To see your favourites, swipe up  >  **Contacts**.
- Starred contacts also appear on your **SPEED DIAL** list in the  **Phone** app.

## Get contacts

Get all your contacts in one place.

- » To add your social networking contacts, swipe up  >  **Settings** > **Users & accounts**, then tap **Add account**.
- » To add your email contacts, see [Gmail™](http://www.gmail.com).
- Tip:** if you add an **Exchange** account, you can send messages to your co-workers, even if you don't have them stored in your contacts.
- » To import contacts from your SIM card (if it didn't happen automatically), swipe up  >  **Contacts** > Menu  > **Settings** > **Import** > **SIM card**. Tap **OK** to confirm.

- » To import contacts from your computer, upload the contacts to your Google account at <http://contacts.google.com>. On your phone, swipe up  >  **Contacts** > Menu  >  > **Manage accounts** > **Automatically sync data**. You can also see these contacts at <http://mail.google.com>.

For help with transferring contacts, go to [www.motorola.com/transfercontacts](http://www.motorola.com/transfercontacts).

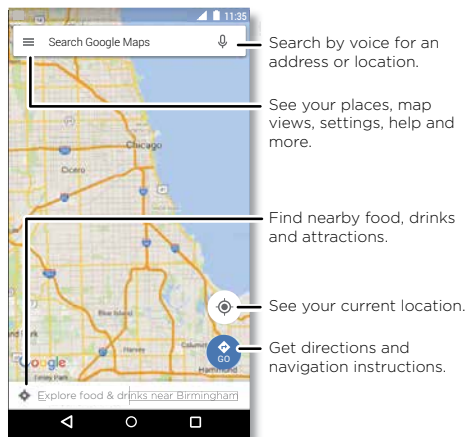
## Maps


Find a nearby cafe, get directions or step-by-step GPS voice navigation using Google Maps™.



**Find it:** swipe up  >  **Maps**

Enter what you want to find in the search bar, or tap  to search by voice.

**Note:** your map screen may look different.



- » **Find an address:** in the search field, enter an address or something you're looking for, such as "restaurant". Tap an item to see more, or tap **CALL** or **DIRECTIONS**.
- » **Get directions:** tap , then enter a place or address.



- » **Zoom:** to zoom in or out, drag two fingers together or apart on the screen.
- » **Turn and tilt:** rotate two fingers on the map to turn it, or drag up/down to tilt.
- » **Share a location:** tap a location, then tap the address and tap Menu  > **Share**.
- » **Identify address:** touch and hold a spot on the map to show the nearest address.
- » **Get map help:** tap  > **Help**.

For more on maps, visit [support.google.com/maps](http://support.google.com/maps).

## Drive

Keep all your photos, videos, documents and more safely in one place – private unless you choose to share. Available on Google Drive™ from all your devices.

**Find it:** swipe up  >  **Drive**

- » To create a new file or folder, tap .
- » To open a file, tap it.
- » To edit a document, tap .

## Music, movies, TV and YouTube


### Music

Music everywhere – stream it, buy it, save it, play it. Listen and create playlists any time.

**Find it:** swipe up  >  **Play Music**

To upload your music library to Google Play Music from a computer, visit [www.google.com/music](http://www.google.com/music).

Tap **Listen Now** to see recommendations and more.

**Tip:** share songs directly with your contacts. Tap Menu  next to a song > **Share**. See [Direct Share](#).

For more on the Play Music app, see [support.google.com/music](http://support.google.com/music).

**Note:** copyright – do you have the right? Always follow the rules. See **"Content Copyright"** in the legal and safety information on your phone.

### FM Radio



**Find it:** swipe up  >  **FM radio**

Plug in a headset, then use the arrows to tune to a higher/lower frequency station.

**Note:** your phone has the Frequency Modulation (FM) broadcast receiver functionality for reception without data usage. The phone will perform an auto tuning for the radio channels with the best signal.

### Films & TV

Find and rent movies and TV programmes to watch on your phone, tablet or computer:

**Find it:** swipe up  >  **Play Movies & TV**

To shop, rent, or watch on a computer, go to [play.google.com/store/movies](http://play.google.com/store/movies).







### YouTube™



Watch videos and podcasts from YouTube users everywhere – or log in to your account to share your own.

**Find it:** swipe up  >  **YouTube**

### Clock

**Find it:** swipe up  >  **Clock**

Options	
<b>Alarm</b>	Tap  . Tap an alarm to edit it, or tap  to add a new alarm. <b>Tip:</b> pressing the volume button up or down while you're setting an alarm sets the volume level for that alarm. When an alarm sounds, tap and drag to  to turn it off, or drag to <b>zz</b> to snooze for ten minutes.
<b>Clock</b>	To change your alarm volume, snooze delay or other settings, tap Menu  > <b>Settings</b> . For other time zones, tap <b>Home time zone</b> .
<b>Timer</b>	For a timer, tap  .
<b>Stopwatch</b>	For a stopwatch, tap  .

**Tip:** to set your current date, time, time zone and formats, swipe up  >  **Settings** > **System** > **Date & time**.

# Connect, share and sync

Connect accessories, computers, networks and more.

## Connect with Wi-Fi

### Turn Wi-Fi power on/off




**Find it:** swipe up  >  **Settings** > **Network & Internet** > **Wi-Fi**, then tap the switch to turn it on.

When Wi-Fi is on, your phone automatically reconnects to available networks it has used before.

**Note:** you can also turn Wi-Fi on and off in [Quick settings](#).

### Connect to networks

To find networks in your range:

- 1 Swipe up  >  **Settings** > **Network & Internet** > **Wi-Fi**.
- 2 With Wi-Fi turned on, tap a located network to connect to it. When connected, you'll see  in the status bar.

**Note:** if you see a question mark in the Wi-Fi status indicator , swipe the status bar down, tap the network and enter the network's password.

## Wi-Fi hotspot

You can make your phone a Wi-Fi hotspot to provide portable, convenient Internet access to other Wi-Fi enabled devices. Your phone turns off Wi-Fi and uses the mobile network for Internet access. This feature may require an additional subscription service from your service provider.

**Find it:** swipe up  >  **Settings** > **Network & Internet** > **Hotspot & tethering**, then tap **Portable Wi-Fi hotspot**

**Note:** these steps may vary depending on your network.

- 1 Tap **Set up Wi-Fi hotspot** to set up security:
  - **Network name:** enter a unique name for your hotspot.
  - **Security:** select the type of security you want: **None** or **WPA2 PSK**. For **WPA2 PSK**, enter a unique password (8 characters) that others will need to access your Wi-Fi hotspot.

**Note:** to protect your phone and hotspot from unauthorised access, set up hotspot security (WPA2 is the most secure), including a password.

- 2 Tap **SAVE**.

## Wi-Fi modes

Your phone supports the following Wi-Fi modes: 802.11 b, g, n.

## Connect with Bluetooth wireless

### Turn Bluetooth power on/off

**Find it:** swipe up  >  **Settings** > **Connected devices** > **Bluetooth**, then tap the switch to turn it on.




When Bluetooth is on, your phone automatically reconnects to available devices it has used before. Turning Bluetooth on also lets other devices find your phone.


**Note:** you can also turn Bluetooth on and off in [Quick settings](#).

**Tip:** to extend battery life or stop connections, turn Bluetooth off when you're not using it.

### Connect devices

The first time you connect a Bluetooth device, follow these steps:

- 1 Make sure the device you are pairing with is in discoverable mode (for details, refer to the guide that came with the device).
- 2 Swipe up  >  **Settings** > **Connected devices** > **Bluetooth**.
- 3 With Bluetooth turned on, tap a found device to connect it (if necessary, tap **PAIR** or enter a passkey such as **0000**). You can tap  to rename the device and choose what the device will be used for.





When the device connects, the Bluetooth connected indicator  appears at the top of the screen.

To automatically **disconnect** or **reconnect** a device, just turn the device off or on.

**Note:** using a mobile device or accessory while driving may cause distraction and may be illegal. Always obey the law and drive safely.



## Transfer files

- » **Photos or videos:** open the photo or video, then tap  > **Bluetooth**.
- » **Contacts:** swipe up  >  **Contacts**, tap a person, then tap Menu  > **Share** > **Bluetooth**.

## Share files with your computer

**Note:** copyright – do you have the right? Always follow the rules. See "Content Copyright" in the legal and safety information on your phone.

## USB

To load music, pictures, videos, documents or other files from your computer, connect your phone to your computer with a USB cable. To change the type of USB connection, swipe the status bar down and tap **USB**.




**Tip:** make sure you connect the phone to a high power USB port.

**Note:** the first time you use a USB connection, your computer may indicate that drivers are being installed. Follow any prompts you see to complete the installation. This may take a few minutes.

- » For Microsoft® Windows®: on your computer, choose Start, then select Windows Explorer from your list of programs. In Windows Explorer, your phone will appear as a connected drive (mass storage device) where you can drag and drop files, or it will appear as an MTP or PTP device that lets you use Windows Media Player to transfer files. For more instructions or driver files, visit [www.motorola.com/support](http://www.motorola.com/support).
- » For Apple™ Macintosh™: use Android File Transfer, available at [www.android.com/filetransfer](http://www.android.com/filetransfer).



## Virtual Private Network (VPN)

A VPN lets you access files on a secured network (such as an office network with a firewall). Contact the network administrator for VPN settings and any additional apps or requirements.

To enter VPN settings, swipe up  >  **Settings** > **Network & Internet** > **VPN**. Tap  to add a new VPN. Choose the type of VPN and enter settings from the network administrator. Select the VPN name to connect.



## Share your data connection

Your computer can access the Internet through your phone's mobile network – you just need a USB cable.

- 1 Connect your phone to your computer using a USB cable.  
**Note:** if your computer is running something older than Microsoft® Windows® 7 or Apple™ Macintosh™ OSX, it might require special configuration.
- 2 On your phone, swipe up  >  **Settings**, and make sure **Wi-Fi** is off.
- 3 In **Settings**, tap **Network & Internet** > **Hotspot & tethering**, then tap **USB tethering**.

To stop the connection, tap **USB tethering** again, then disconnect your phone from your computer.

## Print



To print your photos, documents and more from your phone, check if your printer's manufacturer has an app on Google Play. Then swipe up  >  **Settings** > **Connected devices** > **Printing** to get started.

You can also send your photos, docs and more to any Android device in your cloud or to Google Drive. Just download the Cloud Print app from Play Store.

## Sync to the cloud

One account with access to everything, everywhere – phone, tablet, computer.

## Sync your Google account

When you log in to the same Google account, all devices can get to all the same apps, movies, books and music from Google Play™ – plus you share the same Gmail, Google Calendar™ and Google Mobile™. To add Google accounts to your phone, swipe up  >  **Settings** > **Users & accounts** > **Add account** > **Google**.

## Phone & tablet

Your Android phone and tablet can work together to help you get the most out of both:

- » **Transfer media and files:** copy files to your phone and transfer them to other devices – see [Transfer files](#).

» **Phone hotspot:** if you have a Wi-Fi tablet, turn your phone into a Wi-Fi hotspot to let your tablet access the Internet anywhere – see [Wi-Fi hotspot](#).

» **Bluetooth\* accessories:** if you have a Bluetooth keyboard or other accessories to use with your tablet, remember you can use them with your phone too. To connect them, see [Connect with Bluetooth wireless](#).

## Use a memory card

You can use your microSD card (sold separately) as portable or internal storage:

- » **Portable storage (default):** store your pictures, videos, audio and other media files. You can remove the microSD card at any time and insert it into another device. The media files that are on the microSD card can be viewed on and copied to that device.
- » **Internal storage:** in addition to your media files, you can store some downloaded apps. The microSD card acts as an extension of the internal storage of your phone.

**Note:** not all apps work from a microSD card.




To set your microSD card to internal storage, swipe up  >  **Settings** > **Storage**, then select the microSD card and tap Menu  > **Storage settings** > **Format as internal**.

**Caution:** if your microSD card is set to internal storage, it is formatted and encrypted to protect your information. If you want to use it as portable storage or in another device, you'll need to reformat it. Before doing so, please remember that formatting erases all the data stored on your microSD card.

**Note:** your phone supports microSD cards up to 128 GB. Use a Class 10 (or higher) microSD card for best results.

## Mount or unmount memory card

To mount a microSD card, just put it in your phone (see [Insert the SIM and microSD cards](#)).

To unmount your microSD card (so you can take it out of your phone), swipe up  >  **Settings** > **Storage**. Then tap  next to the microSD card name.

**Caution:** do not remove a microSD card while your phone is using it or writing files to it.

## Aeroplane mode

Use aeroplane mode to turn off all your wireless connections – useful when flying. Swipe the status bar down and tap **Aeroplane mode** .

**Note:** when you select aeroplane mode, all wireless services are disabled. You can then turn Wi-Fi and/or Bluetooth power back on, if permitted by your airline. Other wireless voice and data services (such as calls and text messages) remain off in aeroplane mode. Emergency calls to your region's emergency number can still be made.

## Mobile network

You should not need to change any network settings. Contact your service provider for help.

To see network settings options, swipe up  >  **Settings** > **Network & Internet** > **Mobile network**.

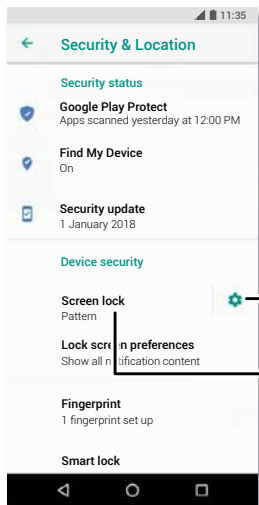
# Protect your phone

Make sure your information is protected in case your phone is lost or stolen.

## Screen lock

The easiest way to protect your phone is to lock your touchscreen when you are not using it. You can choose to swipe to unlock, or enter a pattern, PIN or password to unlock your phone.


**Find it:** swipe up  >  **Settings** > **Security & location**



Manage encryption settings for your phone.

For a screen lock, you can use a pattern, password or other option.

**1** Select the lock type:



- » **None:** turn off the screen lock.
- » **Swipe:** touch  and drag up to unlock.

» **Pattern:** draw a pattern to unlock.

» **PIN:** enter four to sixteen digits to unlock.

» **Password:** enter four to sixteen letters, digits or symbols to unlock.

**2** After setting the lock type, tap  for screen lock settings.

To change when your touchscreen goes to sleep, swipe up  >  **Settings** > **Display** > **Advanced** > **Sleep**.

**Note:** you can make emergency calls on a locked phone (see [Emergency calls](#)). A locked phone still rings and you do not need to enter a PIN or password to answer a call.

## Unlock with your fingerprint

You can use the fingerprint sensor to unlock your phone.

**Find it:** swipe up  >  **Settings** > **Security & location** > **Fingerprint**

## Can't unlock?


If you forget your pattern, PIN or password, you can enter your Google™ account email and password on another device to unlock the phone.



If you don't have a Google account on your phone, contact your service provider to have your device factory reset.

**Warning:** a factory reset will delete all data on your phone.

## Screen pinning

Need to keep an important screen handy, such as a boarding pass or shopping voucher? Pin the screen for easy access.

To set up screen pinning, swipe up  >  **Settings** > **Security & location** > **Screen pinning**, then tap the switch to turn it on.

To pin a screen, open the app you want to pin, touch and hold Recents  Tap .

To unpin the screen, touch and hold Back  and Recents  until you see **Screen unpinned**.

**Tip:** to secure your phone when you activate screen pinning, tap **Ask for PIN before unpinning**.

## Back up & restore

**Find it:** swipe up  >  **Settings** > **System** > **Backup**, then tap the **Back up to Google Drive** switch to turn it on.



Your Google account data is backed up online. If you reset or replace your phone, just log in to your Google account to restore the contacts, events and other details you synced with the account.

To restore your Google Play™ apps, see [Take care of your apps](#).

## Encrypt your phone

**Caution:** if you forget your encryption code, you cannot recover the data stored on your phone or memory card. Encrypting your files can take an hour or more. Leave your phone plugged in and be careful not to interrupt the process.



Encryption protects the accounts, settings, apps and files on your phone, so that people cannot access them if your phone is stolen.

**You shouldn't need to use this feature**, but to encrypt your phone and require a PIN or password whenever you turn on your phone, swipe up  >  **Settings** > **Security & location** > **Encryption & credentials** > **Encrypt phone**.



## Your privacy

### Location

Some apps, such as Map, request your location in order to provide information, such as directions or helping you find a nearby petrol station.

- » To turn location on or off: swipe up  >  **Settings** > **Security & location** > **Location**.
- » To see which apps have access to your location, tap **App-level permissions**.

### Passwords

Your phone briefly shows password characters as you type. To turn this off, swipe up  >  **Settings** > **Security & location** and tap **Show passwords**.

## App safety

### Apps from Google Play™

Get music, movies, books, apps, games and more.



**Find it:**  **Play Store**

### Apps from the Internet

You can get apps from other online app stores using your browser.

**Tip:** choose your apps and updates carefully, as some may impact your phone's performance – see [Choose carefully](#).

**Note:** when installing an app, make sure you read the alerts that tell you what information the app will access. If you don't want the app to access this information, cancel the installation.

To let your phone install apps that are not on Google Play, swipe up  >  **Settings** > **Apps & notifications** > **Advanced** > **Special app access**, then tap **Install unknown apps** and choose which sources are allowed.



### Choose carefully

Here are a few tips:

- » To help prevent spyware, phishing or viruses, use apps from trusted sites, such as Google Play.
- » Check the app's ratings and comments before installing. If you doubt the safety of an app, don't install it.
- » Apps use up memory, data, battery and processing power – some more than others. If you're not happy with how much memory, data, battery or processing power an app is using, uninstall it.
- » Monitor children's access to apps to help prevent exposure to inappropriate content.
- » Certain apps may not provide completely accurate information. Take care, especially when it comes to personal health.

## Set app permissions



You may be asked for permissions when you use a feature in an app.




To modify the app permissions settings, swipe up  >  **Settings** > **Apps & notifications** > **App permissions**, then tap a feature (such as microphone) to see which apps have permissions to use it. Tap the switch to turn the permission on or off.

## Take care of your apps

» **Uninstall apps:** to remove an app from a Home screen page, touch and hold the app, then drag it to **Remove**. The app isn't removed from your phone, just the Home screen.

To remove an app from your phone, touch and hold the app, then drag it to **Uninstall**.

To disable an app or force it to stop running, swipe up  >  **Settings** > **Apps & notifications** > **App info**. Tap an app, then tap **DISABLE** or **FORCE STOP**. To enable it, tap **ENABLE** (tap the down arrow to sort the apps listed).

**Reinstall apps:** to reinstall apps from Google Play, swipe up  >  **Play Store**, then tap  > **My Apps & games** > **Library**. The apps you downloaded are listed and available for download.

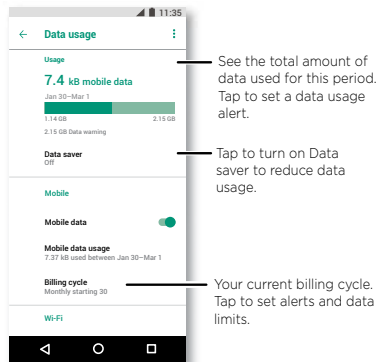
» **See app details:** touch and hold an app, then tap .

» **See app data usage:** to show which apps are using the most data, swipe up  >  **Settings** > **Network & Internet** > **Data usage**. For more, see [Data usage](#).

## Data usage

You can track the amount of data your phone uploads and downloads.

**Find it:** swipe up  >  **Settings** > **Network & Internet** > **Data usage**



Some apps transfer data in the background when you're not viewing them - to help reduce this type of data usage, tap **Data saver** to turn it on.

**Note:** usage information is provided to help you manage your phone. This may not match the amounts charged by your service provider, as they're not measured in the same way.

# Troubleshoot your phone

## Restart or remove an app

If an app locks up your phone as soon as you turn it on, restart in Safe Mode: press and hold the Power button. When you see the **Power off** option, press and hold it until the screen goes dark. Your phone restarts with **Safe mode** in the lower left. Your phone restarts with **Safe mode** in the lower left. Then try removing the app.

## Restart your phone

In the unlikely event that your phone stops responding to touches and button presses, try a reboot – press and hold the Power button until the screen goes dark and your phone restarts.

## Check for software updates



To manually check for updates, swipe up  >  **Settings** > **System** > **System updates**.

Your phone downloads updates over your Wi-Fi connection (if available) or mobile network. We recommend that you download updates over a Wi-Fi connection. These updates can be quite large and may not be available in all countries.

**Note:** when updating your phone, make sure you have enough battery power to complete the update.

If the mobile network updates are not available in your country, update using a computer. On your computer, go to [www.motorola.com/update](http://www.motorola.com/update).

## Reset

To reset your phone to factory settings and erase all the data on your phone, swipe up  >  **Settings** > **System** > **Reset** > **Factory data reset**.

**Warning:** all downloaded apps and user data on your phone will be deleted. Data on the cloud will not be deleted.

## Stolen phone

Your phone has Android Device Manager. You can remotely lock or reset your device to protect your device from thieves. For details, see [www.google.com/android/devicemanager](http://www.google.com/android/devicemanager).

## Find the IMEI number

You can find the IMEI number by typing \*#06# on your phone's dial pad. Or you can swipe up  >  **Settings** > **System** > **About phone** > **Status** > **IMEI information**.

**Note:** for service and support, see [Get more help](#).



# Accessibility

See, hear, speak, feel and use. Accessibility features are there for everyone, helping to make things easier.

**Find it:** swipe up  >  **Settings** > **Accessibility**

For more information about your phone's accessibility features, visit [www.motorola.com/accessibility](http://www.motorola.com/accessibility).



## Create a shortcut



Use a gesture to quickly activate an accessibility feature on your phone. For more information, swipe up  >  **Settings** > **Accessibility** > **Accessibility shortcut**.

Tap **Shortcut service** and choose an app. When the shortcut is on, press both volume buttons for three seconds to start the app.

## Make your phone speak

### Select to speak

**Find it:** swipe up  >  **Settings** > **Accessibility** > **Select to Speak**

Turn on, then tap  and press . Your phone reads the screen from top to bottom. To have your phone only read items that you touch, tap **SETTINGS** > **Continuous read mode** to turn it off.


### TalkBack

Use TalkBack to read your screen out loud – screen navigation, selections, even books.

To turn TalkBack on or off, swipe up  >  **Settings** > **Accessibility** > **TalkBack**.







- » **Tap** something on the screen to hear a description or text readout.
- » **Double tap** anywhere on the screen to open or activate the last touched item.
- » **Swipe** using two fingers to scroll through lists or between screens.

### Text-to-speech output

To set the language, speech rate and pitch of the screen reader, swipe up  >  **Settings** > **Accessibility** > **Text-to-speech output**.

### Braille

Combine your Braille display with TalkBack for braille and speech feedback.

- 1 Download the BrailleBack™ app on Google Play (swipe up  >  **Play Store**), and install it on your phone.
- 2 Swipe up  >  **Settings** > **Accessibility** > **BrailleBack**.
- 3 Turn on your Braille display and put it in Bluetooth pairing mode.
- 4 On your phone, swipe up  >  **Settings** > **Bluetooth**, then tap the switch at the top to turn it on and scan.
- 5 Tap the name of your Braille display to pair it with the phone.







## Speak to your phone




Speak a command to turn on an accessibility feature. For example: "OK, Google turn on TalkBack". For more on voice commands, see [Speak](#).

## Change your phone's display




### Display settings & magnification

Get a closer look.

- » **Change font size:** increase the font size on your screen. Swipe up  >  **Settings** > **Accessibility** > **Font size**. See also [Customise sounds & appearance](#).
- » **Change display size:** make the items on the screen larger. Swipe up  >  **Settings** > **Accessibility** > **Display size**.
- » **Pinch to zoom:** pinch to zoom on maps, webpages and photos – to zoom in, tap the screen with two fingers and then drag them apart. To zoom out, drag your fingers together. You can also double-tap to zoom in.
- » **Screen magnification:** triple-tap the screen for full screen magnification, or triple-tap and hold to temporarily magnify. Swipe up  >  **Settings** > **Accessibility** > **Magnification**.
- » **Display brightness:** swipe the status bar down and drag the slider to set the brightness level. Setting brightness to a high level decreases your phone's battery life.

» **Browser:** choose text size when browsing websites. Swipe up  >  **Chrome** > Menu  > **Settings** > **Accessibility**. select **Force enable zoom** to allow zooming on all webpages.


## Messages

To make text entry even easier, use features such as auto-capitalisation, auto-correction and more. Swipe up  >  **Settings** > **System** > **Languages & input** > **Virtual keyboard** > **Gboard** > **Text correction**. Or say your message. Tap  on the keyboard.



## Change your phone's sounds

### Calls

When you want to hear who's calling, assign a unique ringtone to a contact. Swipe up  >  **Contacts**, tap the contact, then tap Menu  > **Set ringtone**.

To end a call by pressing the Power button, swipe up  >  **Settings** > **Accessibility** and tap **Power button ends call**.

### Volume & vibrate



**Find it:** swipe up  >  **Settings** > **Sound**

- » Drag the volume sliders to set volume levels for your music or videos, alarms and ringtones/notifications.
- » To make your phone vibrate for incoming calls (even when the ringer is silent), tap **Also vibrate for calls**.

**Tip:** feel a vibration when you tap the screen. Tap **Advanced** > **Vibrate on tap** to turn it on.

## Get more help

Get answers, updates and info:

- » **Help is here:** swipe up  >  **Device Help** to get walk-through tutorials, how-tos or FAQs right on your phone.
- » **Get more:** get software, FAQs and more at [www.motorola.com/mymotoe](http://www.motorola.com/mymotoe).
- » **Join the conversation:** find us on YouTube™, Facebook™ and Twitter.

## Where is my legal, safety & regulatory information?

In order to provide you with better access to this important information, we've made the materials accessible from the phone's settings menu and on the web. Review these materials prior to using your device. To access the materials from a connected phone, go to **Settings** > **System** > **Legal information** and select a topic. To access the materials on the web, visit [www.motorola.com/device-legal](http://www.motorola.com/device-legal).

## Service & repairs

If you have questions or need assistance, we're here to help. Go to [www.motorola.com/support](http://www.motorola.com/support), where you can select from a number of customer care options.



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