



# motog<sup>7</sup>

User guide

---

© 2023 Motorola Mobility LLC. All rights reserved.

MOTOROLA, the stylised M logo, MOTO and the MOTO family of marks are trademarks or registered trademarks of Motorola Trademark Holdings, LLC. LENOVO is a trademark of Lenovo. Google, Android, Google Play and other marks are trademarks of Google LLC. microSD Logo is a trademark of SD-3C, LLC. Manufactured under licence from Dolby Laboratories. Dolby, Dolby Audio and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation.

Certain features, services and applications are network-dependent and may not be available in all areas; additional terms, conditions and/or charges may apply. Contact your service provider for details.

All features, functionality and other product specifications, as well as the information contained in this help content, are based on the latest available information and believed to be accurate at the time of release. Motorola reserves the right to change or modify any information or specifications without notice or obligation.

Some images in the help content are examples only.

To use the latest version of this content, go to **Settings > Help** on your phone.

# Contents

|                                         |           |
|-----------------------------------------|-----------|
| <b>Set up phone</b>                     | <b>1</b>  |
| About your hardware                     | 1         |
| Insert or remove SIM and SD cards       | 2         |
| Copy data from old phone                | 4         |
| Manage dual SIMs                        | 6         |
| Set up voicemail                        | 7         |
| Set up email                            | 8         |
| Prepare for emergencies                 | 9         |
| Make it yours                           | 11        |
| <b>Learn the basics</b>                 | <b>12</b> |
| About your home screen                  | 12        |
| About your lock screen                  | 14        |
| <b>New to Android?</b>                  | <b>16</b> |
| If this is your first smartphone        | 16        |
| If you had an iPhone                    | 17        |
| About your Google account               | 18        |
| Status bar icons                        | 19        |
| Phone terms you should know             | 23        |
| <b>Get around on your phone</b>         | <b>25</b> |
| Learn gestures                          | 25        |
| Use the navigation bar                  | 26        |
| Use quick settings                      | 27        |
| Turn screen off and on                  | 30        |
| <b>Discover useful tools</b>            | <b>31</b> |
| Take screenshots                        | 31        |
| Turn torch on and off                   | 32        |
| Control phone with your voice           | 32        |
| Get directions to a location            | 33        |
| Use Time and weather widget             | 33        |
| Manage how you spend time on your phone | 35        |
| <b>Work with text</b>                   | <b>38</b> |
| Use onscreen keyboard                   | 38        |
| Cut, copy, paste text                   | 39        |
| Use voice typing                        | 40        |
| Fill in forms automatically             | 40        |
| <b>Personalise your phone</b>           | <b>41</b> |
| <b>Home screen</b>                      | <b>41</b> |
| Change wallpaper                        | 41        |
| Customise your Favourites tray          | 41        |

|                                             |           |
|---------------------------------------------|-----------|
| Use widgets, shortcuts or folders           | 42        |
| Remake your Home screen with launchers      | 44        |
| <b>Lock screen</b>                          | <b>46</b> |
| Use a screen saver                          | 46        |
| <b>Use apps</b>                             | <b>47</b> |
| Open, close and switch apps                 | 47        |
| View two apps on screen                     | 47        |
| View notifications                          | 48        |
| About pre-loaded apps                       | 50        |
| <b>Get, delete, manage apps</b>             | <b>54</b> |
| Install or update apps                      | 54        |
| Manage or delete apps                       | 56        |
| Protect against harmful apps                | 58        |
| <b>Search and browse</b>                    | <b>60</b> |
| Search the web                              | 60        |
| Search your phone                           | 62        |
| Browse websites                             | 62        |
| <b>Text messaging</b>                       | <b>65</b> |
| About text and multimedia messages          | 65        |
| Read, send messages                         | 65        |
| Manage, delete messages                     | 68        |
| Change default messaging app                | 70        |
| Change text message reply to incoming calls | 70        |
| Get text messages on your computer          | 70        |
| <b>Email</b>                                | <b>72</b> |
| Read, send, manage emails                   | 72        |
| View email attachments                      | 73        |
| Preview inboxes from the Home screen        | 74        |
| Add email signature                         | 74        |
| Control email notifications                 | 74        |
| <b>Calendar app</b>                         | <b>76</b> |
| About the calendar                          | 76        |
| Find calendar events                        | 76        |
| Create and manage events                    | 77        |
| Control notifications for calendar events   | 78        |
| <b>Clock app</b>                            | <b>79</b> |
| Set alarms                                  | 79        |
| Use timer or stopwatch                      | 80        |
| "Set date and time"                         | 81        |
| <b>Moto app</b>                             | <b>83</b> |

|                                                                                                      |            |
|------------------------------------------------------------------------------------------------------|------------|
| About the  Moto app | 83         |
| Shrink screen for one-handed use                                                                     | 83         |
| Use phone hands-free                                                                                 | 84         |
| Preview notifications when screen sleeps                                                             | 85         |
| <b>Photos app</b>                                                                                    | <b>87</b>  |
| Share photos and videos                                                                              | 87         |
| Upload photos and videos                                                                             | 87         |
| <b>Contacts, calls, voicemail</b>                                                                    | <b>89</b>  |
| <b>Contacts</b>                                                                                      | <b>89</b>  |
| Add contacts                                                                                         | 89         |
| Edit or delete contacts                                                                              | 90         |
| Star your favourite contacts                                                                         | 91         |
| Sort contacts                                                                                        | 91         |
| Share contacts                                                                                       | 92         |
| <b>Phone calls</b>                                                                                   | <b>94</b>  |
| Answer calls                                                                                         | 94         |
| Make calls                                                                                           | 95         |
| During a call                                                                                        | 96         |
| Make video calls                                                                                     | 97         |
| Make conference calls                                                                                | 98         |
| Make calls over Wi-Fi                                                                                | 98         |
| Turn call waiting on and off                                                                         | 99         |
| Block calls and texts                                                                                | 100        |
| View and delete call history                                                                         | 101        |
| Make emergency call from locked phone                                                                | 102        |
| <b>Voicemail</b>                                                                                     | <b>104</b> |
| Use voicemail                                                                                        | 104        |
| <b>Music</b>                                                                                         | <b>106</b> |
| Listen to the radio                                                                                  | 106        |
| Listen to music                                                                                      | 107        |
| Transfer music files                                                                                 | 108        |
| Connect a MIDI device                                                                                | 109        |
| <b>Settings</b>                                                                                      | <b>110</b> |
| <b>Network and Internet</b>                                                                          | <b>110</b> |
| Connect to Wi-Fi networks                                                                            | 110        |
| Connect with Wi-Fi Direct                                                                            | 111        |
| Use Aeroplane mode                                                                                   | 111        |
| Control data usage                                                                                   | 112        |
| Share your Internet connection                                                                       | 113        |
| Connect to VPNs                                                                                      | 116        |

|                                                 |            |
|-------------------------------------------------|------------|
| <b>Connected devices</b>                        | <b>117</b> |
| Connect with Bluetooth                          | 117        |
| Tap & pay with NFC                              | 118        |
| Share or receive with NFC                       | 119        |
| Transfer files between phone and computer (USB) | 120        |
| Cast screen or media to TV                      | 122        |
| Print from your phone                           | 124        |
| About wireless sharing                          | 125        |
| <b>Apps &amp; notifications</b>                 | <b>128</b> |
| Change app settings                             | 128        |
| Choose how apps notify you                      | 129        |
| <b>Battery</b>                                  | <b>132</b> |
| Charge phone                                    | 132        |
| Extend battery life                             | 132        |
| Use Battery Saver mode                          | 133        |
| Show battery percentage in status bar           | 134        |
| <b>Storage</b>                                  | <b>135</b> |
| About storage options                           | 135        |
| Manage phone storage                            | 135        |
| Manage SD card                                  | 136        |
| Find downloaded files                           | 138        |
| Recover recently deleted files                  | 139        |
| Upload music to cloud                           | 139        |
| Upload photos and videos                        | 140        |
| Scan documents and make copies                  | 141        |
| <b>Sound</b>                                    | <b>142</b> |
| Adjust volumes                                  | 142        |
| Set ringtones                                   | 143        |
| Enhance sound                                   | 144        |
| Silence calls and notifications                 | 145        |
| Stop phone from speaking                        | 148        |
| Silence 'Hello Moto' during power up            | 149        |
| Turn off charging sounds                        | 149        |
| Turn touch sounds on/off                        | 149        |
| Hear other notification sounds                  | 149        |
| <b>Display</b>                                  | <b>150</b> |
| Adjust screen brightness                        | 150        |
| Use Device theme                                | 150        |
| Adjust colours at night                         | 150        |
| Choose colour mode                              | 151        |
| Change screen timeout                           | 151        |
| Stop automatic rotation                         | 152        |

|                                             |            |
|---------------------------------------------|------------|
| Change font and display size                | 152        |
| <b>Accessibility</b>                        | <b>154</b> |
| Visual assistance                           | 154        |
| Hearing assistance                          | 156        |
| Dexterity assistance                        | 157        |
| Use accessibility shortcuts                 | 157        |
| <b>Security &amp; location</b>              | <b>159</b> |
| About security                              | 159        |
| Protect against harmful apps                | 160        |
| Make sure your phone can be found           | 160        |
| <b>Lock and unlock phone</b>                | <b>162</b> |
| Set a screen lock                           | 162        |
| Set advanced lock options                   | 163        |
| Unlock with trusted devices                 | 164        |
| Unlock with your face                       | 165        |
| Unlock at trusted places                    | 166        |
| Keep phone unlocked while it's on you       | 167        |
| Unlock with voice commands                  | 167        |
| Use fingerprint security                    | 168        |
| Change lock screen features                 | 170        |
| Use location services                       | 171        |
| Pin your screen                             | 173        |
| Lock SIM card                               | 174        |
| <b>Accounts</b>                             | <b>175</b> |
| Add or remove accounts                      | 175        |
| Change name and info in your Google account | 176        |
| Sync apps with your Google account          | 176        |
| Control what info Google collects           | 177        |
| <b>System</b>                               | <b>179</b> |
| Record your IMEI number                     | 179        |
| Find legal and product information          | 179        |
| <b>Languages and input</b>                  | <b>180</b> |
| Customise the keyboard                      | 180        |
| Use multiple languages                      | 181        |
| Customise power button gesture              | 182        |
| Back up phone                               | 182        |
| <b>Users and guests</b>                     | <b>184</b> |
| Share your phone                            | 184        |
| Add, modify and remove users                | 185        |
| Add or delete guest                         | 186        |
| <b>Fix issues</b>                           | <b>187</b> |

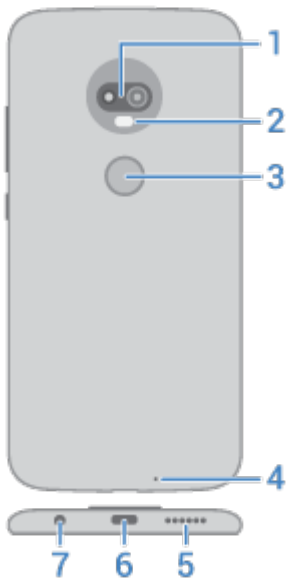
|                                             |            |
|---------------------------------------------|------------|
| <b>Hardware issues</b>                      | <b>187</b> |
| The phone is slow or unstable               | 187        |
| Phone feels warm or hot                     | 187        |
| Phone won't turn on                         | 188        |
| Phone restarts or crashes                   | 188        |
| Screen is frozen or won't respond           | 189        |
| Screen displays wrong colours               | 189        |
| SD card issues                              | 190        |
| <b>Call and SIM issues</b>                  | <b>192</b> |
| Troubleshoot issues with calls              | 192        |
| Can't make calls                            | 192        |
| Can't answer or the phone doesn't ring      | 193        |
| Issues during calls                         | 195        |
| <b>Battery issues</b>                       | <b>198</b> |
| Charging issues                             | 198        |
| Battery drains too fast                     | 198        |
| <b>Bluetooth, Wi-Fi, USB issues</b>         | <b>200</b> |
| Bluetooth issues                            | 200        |
| Wi-Fi issues                                | 202        |
| Can't transfer files or connect to computer | 203        |
| <b>Account and sign-in issues</b>           | <b>205</b> |
| Forgot the unlock code                      | 205        |
| Can't sign in to Google                     | 205        |
| Account sync issues                         | 205        |
| <b>App issues</b>                           | <b>207</b> |
| App or widget issues                        | 207        |
| Camera issues                               | 208        |
| Messaging issues                            | 210        |
| Gmail issues                                | 211        |
| Play Store issues                           | 211        |
| <b>Maintenance procedures</b>               | <b>212</b> |
| Update Android software                     | 212        |
| Reset Wi-Fi, mobile data and Bluetooth      | 212        |
| Reset phone                                 | 213        |
| See more help                               | 215        |

## About your hardware

### Hardware diagram



1. Earpiece/speaker
2. Front camera
3. Microphone
4. Tray for [SIM and SD card](#)
5. Proximity and [ambient light](#) sensors
6. [Volume button](#)
7. Power button



1. Back cameras
2. LED flash
3. [Fingerprint sensor](#)
4. Microphone
5. Speaker grill
6. USB-C port to [charge phone](#), transfer files and [share data connection](#) with tethered devices
7. Headset jack

## Care for your phone

To clean the screen:

- While this does not disinfect your phone, the best way to keep your phone clean is to wipe it thoroughly with a dry, soft cloth. Avoid abrasive cloths, including paper towels and other materials with rough surfaces.
- If the screen gets drops of liquid on it, wipe it with a clean, dry cloth.

To disinfect your phone:

- It is okay to use wipes or cloths moistened with 70% isopropyl alcohol to gently wipe your screen.
- When disinfecting or cleaning your phone, turn it off and avoid getting any moisture in its openings, including the charging port, headphone jack, microphones and speakers.
- Don't submerge your phone in any cleaning agents, avoid using any cleaners with bleach or abrasives and avoid spraying cleaners directly on the screen.

---

## Insert or remove SIM and SD cards

### About the SD card

Your phone supports an optional microSD card up to 512 GB.

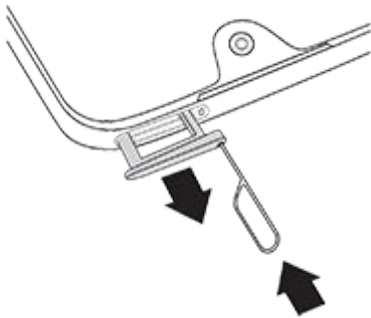
Which type to buy depends on how you're going to [format](#) the card:

- **Portable storage** (can use card in different devices): A Class 2, 4 or 6 card is sufficient.
- **Internal storage** (card used only by phone): Use a high-speed card such as UHS-1 type for best performance. Class 2, 4 or 6 cards are slower than your phone's internal storage, so using them for internal storage would slow your phone's performance.

Learn more about the differences between [portable storage and internal storage](#).

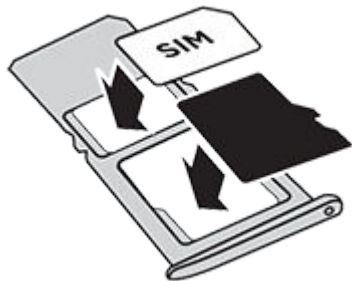
## Insert or replace cards

1. If you want to remove the SD card, [eject it](#) first.
2. Insert the tool into the hole in the tray and gently push to pop it out.

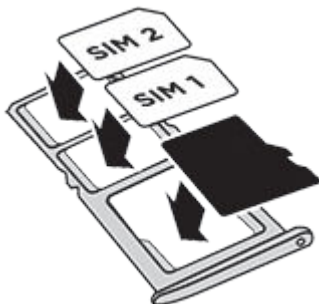


3. Insert or remove the cards as needed.

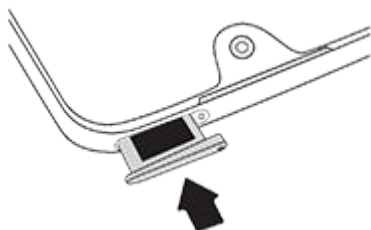
To use an SD card and a SIM card:



Or, to use two SIM cards (dual-SIM models only):



4. Push the tray back into the phone.



5. If you inserted an SD card, [format it now](#).

When two SIMs are inserted, you see  at the top of the Home screen. If you see , [troubleshoot the issue](#).

**Note:** If you need to activate or resize a SIM, contact your carrier.

## Fix an issue

What type of issue do you have?

- [SIM card or calls](#)
- [SD card](#)

---

## Copy data from old phone

### Copy data from iPhone

You'll use Google Drive to copy files from your iPhone and iCloud account to your new phone and [Google account](#):

- Photos will back up to  Photos.
  - Contacts will back up to  Contacts.
  - Calendar will back up to  Calendar.
1. Charge both phones and connect them to a Wi-Fi network.
  2. To ensure you don't miss any messages or calls, on your iPhone:
    - a. Turn off iMessage. (**Settings** > **Messages** off. Or, if your SIM has been removed, [deregister your phone](#).)
    - b. Turn off FaceTime. (**Settings** > **FaceTime** >  off).
  3. [Download the Google Drive app](#) on your iPhone.
  4. On your iPhone, open Drive and then:
    - a. Sign in with your Google account. If you don't have one, you can create it now.
    - b. Touch  > **Settings** > **Backup & reset** and start the backup.
  5. Wait for the backup to complete.

6. When complete, on your new phone, [sign in with the same Google Account](#) (**Settings** > **Accounts** > **Add account**).

## Copy data from Android phone

During setup, you can copy your apps, music, contacts, messages and more. [Learn what does and doesn't get copied.](#)

If you no longer have your old phone or can't turn it on, you can copy files using a backup from the cloud with your Google account.

To copy files:

1. Charge both phones and turn them on.
2. On your new phone:
  - a. If this is the first time you've turned it on, select your language on the setup screen.
  - b. If you skipped copying files during setup, open the **Settings** app and touch **Finish setting up your device**.
3. Touch **Start**.
4. Insert your SIM to connect to the mobile network or touch **Skip**.
5. Connect to a Wi-Fi network and touch **Next**.
6. Follow the onscreen instructions to select the old phone or backup associated with your Google account and to choose which apps and data to copy.

**Tip:** Be sure to leave **Back up to Google Drive** turned on.

## What gets copied from Android phone

If you [copy data from another Android phone](#) during setup, here's what gets copied:

- Apps and app data
- Music, photos and videos
- Google accounts
- Contacts stored on your phone or SIM card
- Text messages
- Multimedia attachments in messages
- Most phone settings
- Wallpaper
- Call history

You'll see these when you sign in to your Google account on your new phone.

What won't copy:

- Downloads, such as PDF files
- Apps that aren't from Play Store

- Accounts other than Google accounts
- Contacts and calendars for services other than Google (such as WhatsApp)
- Ringtones

## Import contacts from SIM

If you have a SIM card with contacts saved on it, you can import them into your Google account.

1. [Insert the SIM](#) in your phone.

Or if your old phone is an Android phone and can connect to Wi-Fi, turn it on.

2. Open the  Contacts app.
  3. Touch  > .
  4. If your phone has dual SIMs, select the SIM.
  5. Select where to save the contacts:
    - If you have multiple Google accounts, touch  and choose the account where you want to save them.
    - To save them to your phone, touch **Device**.
  6. Select the contacts to import and touch **Import**.
- 

## Manage dual SIMs

### About dual SIMs

When two SIMs are [inserted](#):

- You see  at the top of the Home screen. If you see , [troubleshoot the issue](#).
- Both SIMs can make and receive calls and text messages.
- Only the [owner](#) of the phone (not additional users or guests) can access dual SIM settings.

### Set up SIM profile

Set options based on how you expect to use the SIMs:

1. Go to [Settings](#) > **Network & Internet** > **SIM cards**.
2. Select the option that best meets your needs:
  - **Smart SIM**: automatically select SIM for voice calls based on your call history. In Brazil, selection is also based on your contact's carrier.
  - **Personal and work**: Use one SIM for personal and the other for work-related voice calls.
  - **Manual**: Choose which SIM to use for voice calls, for data, and for SMS.
3. Follow onscreen instructions to complete setup.

## Change SIM profile

1. Go to **Settings** > **Network & Internet** > **SIM cards**.
2. Touch **Dual SIM usage profile**.
3. Select a different profile and touch **CHANGE PROFILE**.
4. Select a new profile.
5. Follow onscreen instructions to complete setup.

To keep the same profile but adjust options for data, SMS, voice calls, video calls or contacts:

1. Go to **Settings** > **Network & Internet** > **SIM cards**.
2. Touch each preferred SIM and contact option to change.

*This information applies only to phones that support dual SIM cards and have both cards inserted.*

## Change SIM name, colour or ringtone

When two SIMs are inserted, you'll see them referenced in apps like Contacts, Messages and Phone. The SIM name shows your carrier and, if you're using the Personal and work profile, shows which one it's assigned to. You can rename the SIMs. You can also change the SIM icon colour to make them easy to differentiate.

1. Go to **Settings** > **Network & Internet** > **SIM cards**.
2. Touch the SIM to change.
3. Change settings as needed:
  - To rename a SIM, touch **SIM name**, then type a new name.
  - To change icon colour, touch **Colour**, then touch a colour.
  - To change the SIM's ringtone, touch **Phone ringtone**, then select a ringtone.

---

## Set up voicemail

### Set voicemail password

Contact your carrier for help setting or recovering your password/PIN for voicemail.

### Set mailbox greeting

Your carrier provides and manages your voicemail.

To set your greeting:

1. Touch  > .
2. Touch & hold  to dial into your mailbox.
3. Follow your carrier's system prompts. If your voicemail is not set up, contact your carrier for instructions.

## Change voicemail options

1. Touch  >  > **Settings**.  
(If you don't see , swipe down on the screen.)
  2. Touch **Voicemail**.
  3. If you have two SIM cards, touch the SIM for the account to change.
  4. Change any of the options:
    - To change voicemail service from your carrier to a different service or app, touch **Advanced settings** > **Service**.
    - To change the number dialled to access voicemail, touch **Advanced settings** > **Setup**.
    - Your carrier might include additional options here, like notification and Visual Voicemail settings. Contact your carrier for help.
- 

## Set up email

### Set up personal email

You can add multiple email accounts of the following types:

- Gmail
- Personal email from other providers (IMAP/POP)

If you [added a Google Account](#) on your phone:

- When you open the Gmail app for the first time, you'll see your email for that account. You're already set up.
- To set up additional accounts, open Gmail and touch your profile icon , then touch **Add another account**.

If you didn't add a Google account to your phone and want to set up email for an IMAP/POP provider (an address that's not Gmail):

1. [Open](#) the **Gmail** app.
2. Follow the on-screen instructions to enter your email address, password and account options.

If you have problems setting up the account, [read Google's help for Gmail](#).

### Set up corporate email

If you use Microsoft Office Outlook on your work computer, your phone can synchronise emails, calendar events and contacts with the Microsoft Exchange server. Before you start, you'll need the following information from your company's IT department:

- Email address
- Email password
- Domain name

- Username
- Server name
- Security type/SSL settings
- Client certificate requirement

To set up corporate email:

1. [Open](#) the **Gmail** app.
2. Do one of the following:
  - If this is your first time opening the Gmail app, touch **Add another email address**.
  - If you have been using Gmail with another account, touch your profile icon , then touch **Add another account**.
3. Touch **Exchange and Office 365**.
4. Follow the onscreen instructions to enter your email address, password and other information from your company's IT department.

## Switch account views

In the **Gmail** app, touch your profile icon , then select an account.

To open each inbox with one touch from your Home screen, [add task shortcuts](#):

1. Touch & hold .
2. Drag  for each account to a blank space on your Home screen.

---

## Prepare for emergencies

### Set up emergency information

You can set up emergency information for first responders or others to view from your lock screen, such as your emergency contact and medical information (blood type, allergies).

To set up your emergency information:

1. Go to [Settings](#) > **System** > **About phone**.
2. Touch **Emergency information**.
3. Set up your information.

**Note:** Anyone who picks up your phone can [see your emergency info](#) without unlocking your phone.

### View emergency information

1. Swipe up on the lock screen.
2. Below the keypad, touch **Emergency**.
3. Touch **Emergency information** twice.

## Add message to lock screen

To add your name or a short message to your [lock screen](#) for anyone who finds your phone:

1. Go to [Settings](#) > **Security & location**.
2. Touch **Lock screen preferences** > **Lock screen message**.
3. Type the text to display and touch **Save**.

**Tip:** Don't put your mobile number as contact info on your lock screen unless you can access your voicemail from another device.

## Send your location to emergency services

*Not all carriers and countries support this feature.*

If Android Emergency Location Service (ELS) works in your country and on your carrier's network and if you haven't turned off ELS, when you [call or text an emergency number](#), ELS will send your location to authorised emergency responders to help them to locate you.

If ELS is off, your carrier might still send the phone's location during an emergency call. For more information, check with your carrier.

To turn ELS on or off:

1. Go to [Settings](#) > **Security & location** > **Location** > **Advanced**.
2. Touch **Emergency Location Service**.
3. Turn it on  or off .

To learn more about ELS, [read Google's help](#).

## Turn emergency alerts off/on

Your phone can receive free alerts to inform you of public safety messages, threats to life and property (like extreme weather) and other emergencies.

When an emergency alert is sent out,  is displayed in the status bar. Touch the notification to read the alert.

You can turn most alerts on or off and adjust alert notification settings. Governmental alerts cannot be turned off.

**Note:** Because alerts are intended to save lives, please consider carefully before turning alerts off.

1. Go to [Settings](#).
2. Touch **Apps & notifications** > **Advanced** > **Wireless emergency alerts**.
3. Adjust settings as needed.

---

## Make it yours

This topic lists things that most people want to do with their new phone, with links to instructions on how to do them.

### Personalise your phone

- [Set the wallpaper.](#)
- [Add apps to your Home screen.](#)
- Adjust screen settings, such as [font size](#), [rotation settings](#) and [dark background](#).
- Assign [ringtones](#) or [photos](#) to friends you call.
- Set your schedule for [Do Not Disturb](#), to automatically silence your phone when you don't want to be interrupted.

### Protect your phone

- [Set up a screen lock.](#)
- [Set up fingerprint security](#) to unlock your screen safely and quickly with a touch.
- In case you lose your phone, set up [Find My Device](#) and record your [IMEI number](#).

### Other common set up tasks

- Connect with your [Bluetooth devices](#) and [Wi-Fi networks](#).
- If you [use multiple languages](#), set them up so they appear on your keyboard.

---

## About your home screen

You see the home screen when you turn on and unlock your phone or touch .

Swipe right or left to move between Home screens.

## What's on the screen



1. Status bar: displays the time and [icons](#) that tell you about your phone's battery and network connections. Swipe down to see your [notifications](#) and [quick settings](#).
2. Widget: You can [add widgets to your Home screen](#) for quick access to information or frequent tasks.
3. Shortcut: You can [add shortcuts to open apps](#) or [web pages](#) you use frequently.
4. App tray: Swipe  up from the bottom of the screen to see the list of all your apps.
5. Favourites tray: provides one-touch access to your most-used apps from any Home screen page. You can [customise which apps appear here](#). To open the list of [all your apps](#), swipe up from the bottom of the Home screen.
6. Navigation:
  -  takes you back one screen.
  -  returns you to the Home screen from any app.
  -  lets you [switch](#) between recent apps.
  -  lets you open an accessibility menu. Appears after you [enable accessibility settings](#).

**Note:** If you're using the navigation bar, the    icons are hidden. To restore these icons, [turn off](#) the navigation bar.

7. Folder: [add folders](#) to organise app shortcuts.

## Add/remove screens

You can add more Home screens to the right. To add a page, drag an app shortcut or widget to the edge of an existing page and place it on the new screen.

To remove a Home screen, drag all apps, shortcuts, widgets, and folders off the screen. After you remove the last item, the Home screen will be removed.

## Customise your home screen

### Organise it:

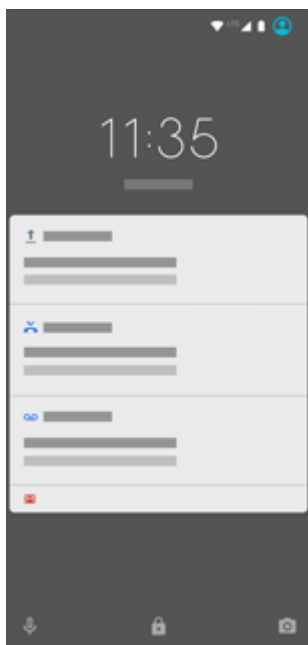
- touch and hold an item you want to move, then drag it to the new location.
- [group icons into folders](#).

### Change how it looks:

- to see options for customising [wallpaper](#), [widgets](#) and other Home settings, touch and hold a blank space on the Home screen.
  - For an entirely new look and feel for your Home screen, you can [install a different launcher](#).
- 

## About your lock screen

The lock screen appears when you're using a [screen lock](#) and you power on your phone or [turn on the screen](#).



**Tip:** If you're using [Moto Display](#), you'll see those notifications before you get to your lock screen.

From the lock screen, you can:

- [Make an emergency call](#).
- [View and respond to notifications](#). Double tap one to open it.
- [Open Quick settings](#). Swipe down from top of screen.
- Start a voice command. Swipe  right.
- Open the camera. Swipe  left.

- [Go into Lockdown](#). Temporarily turn off notifications and fingerprint unlocking.

You can [customise your lock screen](#) to add a message and control which notifications appear.

## If this is your first smartphone

### Learn the basics

To get around your phone, here are the key concepts.

- Use these icons to move between screens:
  - ◀ takes you back one screen.
  - returns you to the Home screen from any app.
  - lets you [switch](#) between recent apps.
- In addition to touching the screen to select items, you can use [other gestures](#), such as pinch to zoom.
- The [icons](#) at the top of your Home screen tell you important stuff at a glance, such as your phone's battery level and network connection and whether you've missed a call.
- Your phone and apps send you notifications for things such as new messages, calendar events and upcoming alarms. You'll [find notifications](#) in several places and can [do a lot](#) with them.

To learn about these common tasks, touch one below:

- [Answer a call](#)
- [Make a call](#)
- [Set an alarm](#)
- [Turn the torch on/off](#)
- [Listen to music](#)

### Get apps

Your phone comes with many [fun and useful apps](#), but you can really unlock its power by [installing apps](#) that suit your lifestyle. Go to Play Store to explore free and paid apps that help you be more productive, organised, informed, in touch and entertained.

### Protect your phone

You carry your phone around with you, and accidents happen; phones get lost sometimes. So set up some [security](#) and prevent heartache if you and your phone become separated.

**Set up a screen lock.** This is your first line of defence in keeping your sensitive information safe. Prefer numbers, shapes, words? Set up a PIN, pattern or password that is required to unlock your phone. [Learn how.](#)

A screen lock doesn't prevent you from immediately answering a call or accessing your camera.

**Display your owner info.** On your lock screen, you can discreetly display a 'please return' message with some of your contact info so that, if your phone is lost, someone can return it to you. [Learn how.](#)

**Enable lost phone features.** For peace of mind, check out [Find My Device](#), in case you ever need to remotely locate and lock or erase your phone.

## Personalise your phone

While [changing your wallpaper](#) is probably your first [customisation](#), but don't stop there. Be sure to explore your [Settings](#) to set ringtones, font sizes, data usage preferences, keyboard preferences and much more. It's a great way to learn many of your phone's capabilities while customising it to suit your needs.

In most apps you can touch  or  for app-specific settings. Be sure to see what options are available to you there, too.

## Manage mobile data

**Understand your data usage.** Keep an eye on your data usage and [learn how](#) to make the most of it. See which apps use [large amounts of data](#) and adjust their settings. If your phone is using too much data, you can also [stop accounts from auto-syncing](#).

**Use Wi-Fi to conserve mobile data.** When you connect to a Wi-Fi network, your data will use that network connection instead of your carrier's network, saving your mobile data for when you need it. [Learn how to connect to Wi-Fi networks](#).

## Useful to know

**Find phone info.** To find your phone number, device name and other information, go to **Settings > System > About phone**.

**Tell your phone what to do.** Use your phone hands-free with [Voice Commands](#). Tell it to navigate you and listen to it speak the directions to you as you drive – it'll even reroute you if you've gone off course. Tell it to set alarms, find information on the web, make calls.

**Never miss a photo opportunity.** Automatically open the Camera straight from your lock screen. Just twist your phone twice. Or, swipe  left. You can [automatically back up](#) your photos and videos with your Google account or with other photo sharing apps available from [Play Store](#).

**Store your stuff.** You have several [storage options](#). Store apps and content on your phone. For more storage space, use an [SD card](#) for photos, videos and music. You can open stored items in associated apps, such as Photos, to see your photos and videos. For even more storage space, plus the ability to access your media and files from any Internet-connected device (phone, computer, tablet), use cloud storage. Your [Google account](#) includes free cloud storage on Drive, which has its own app and is also available from the  menu throughout other apps.

**Wi-Fi hotspot.** You can [use your phone as a Wi-Fi hotspot](#) to share your Internet connection with your other devices that need Internet access (for example, a laptop or tablet).

**Reboot phone.** In the unlikely event that your phone becomes unresponsive, frozen, shows a blank or black screen, or doesn't respond to the [Power button](#), you can reboot it. Press and hold the Power button for 7 – 10 seconds. The phone will restart normally.

*Certain features, services and applications are network or carrier dependent and may not be available in all areas.*

---

## If you had an iPhone

Welcome to Android! Here are some differences between your old iPhone and your new phone.

**Your assistant:** you've retired Siri. Now, find info and get things done with Google Assistant. Just [set up](#) 'OK, Google'. Then ask for info or help with everyday tasks.

**Apps:**

- Goodbye Apple App Store, hello Google Play Store. [Play Store](#) is now your default app store. Apps aren't compatible between iPhone and Android. However, many developers make iPhone and Android versions of their apps; if the app stores your data online, then you can switch with little effort. Just download the Android version from Play Store and log in.
- Keep on making [video calls](#). Use the Meet app to make video calls with friends who have iPhones or Android phones.
- Continue listening to podcasts. You can listen with the Podcasts app. Or, there are lots of podcast apps on Play Store — search for 'podcast' in Play Store and [download](#) a podcast of your choice.
- install apps remotely. On a computer, visit [play.google.com](http://play.google.com). Browse apps on the bigger screen and then install them on your phone from your computer.

**Your Home screen:** your old phone showed all apps on your Home screen. With your new phone, you can put [shortcuts](#) to your most important apps on your Home screen for easy access. This frees up room on your Home screen for widgets, making your new Home much more lively.

**In the cloud:** your [Google account](#) is your key to cloud storage with Google. If you migrated your contacts to your phone, then you can see them from any device or computer by logging into Gmail. Your Google account includes apps such as Calendar and Drive, which let you work well with others. And it has apps that let you play too – access your photos, videos, music from any device when you log in with your Google account. Use Play Music to [upload](#) your iTunes library.

---

## About your Google account

### Benefits of your account

When you set up your phone, you [added a Google Account](#). If you haven't had a Google Account before, this is more than just a password that you set up for your phone.

A Google account lets you organise and access your personal information and files from any computer or mobile device:

- **Synchronise everything.** Never lose your contacts. Associate them with your Google Account if you [create contacts](#) on your phone and view them from Gmail on any computer or by signing into your Google Account on any phone. Create [emails](#) or [calendar events](#) on your phone and view them on any computer. [Access your browser bookmarks](#) from any device.
- **Store in the cloud.** [Upload your photos](#), [videos](#) and [music](#) to the cloud; get to all of it without taking up space on your phone.
- **Keep your stuff secure.** Your account password secures it all and lets you access it from anywhere.

### Maintaining your account

Other than remembering your password, you don't need to do much maintenance on your Google account – just enjoy the benefits of your secure, synchronised information. However, you can:

- Control how frequently your phone [syncs](#) your information.
- Review and [manage](#) the information Google collects from you, such as search and browsing history.

### Learn about Google apps

Many Google apps, such as [Gmail](#), [Chrome](#), [Photos](#) and [Maps](#) are preloaded on your phone. To learn about and download additional Google apps, [read Google's help](#).

## Can't sign in to Google account

If you're having problems signing into your account, [read Google's support information](#).

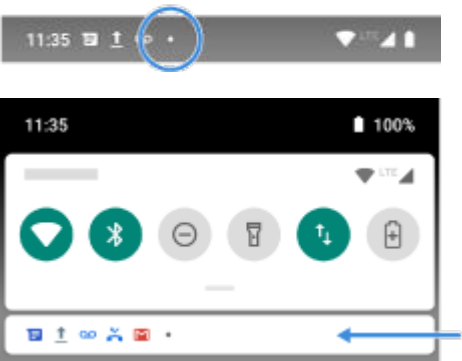
## Status bar icons

### About status icons

The [status bar](#) at the top of the Home screen contains icons that help you monitor your phone.

- **On the left**, icons tell you about apps, such as new messages or downloads. If you don't know what one of these icons means, swipe the status bar down for details.
- **On the right**, icons tell you about your phone's battery level and network connections.

A dot means there are more icons to view. Drag down from the top of the screen to see all icons.



### What status icons mean

These are the icons from apps that came on your phone and the phone status icons.

| Icon                                                                                | Meaning           |
|-------------------------------------------------------------------------------------|-------------------|
| CALLS                                                                               |                   |
|  | Active call.      |
|  | Missed call.      |
|  | Speakerphone on.  |
|  | Microphone muted. |

**NETWORK**

Connected to mobile network (full signal). The speed of your network connection is also shown. Possible speeds, from slowest to fastest, are 3G, H, H+, 4G, 5G. Available speeds depend on your carrier and your location.



Poor connection to mobile network.



Connected to different cellular/mobile network (roaming).



[Data Saver](#) is on, preventing apps from using background data.



Wi-Fi network within range.



[Connected](#) to Wi-Fi network.



Poor connection to Wi-Fi network.



[No SIM card](#).



Location services are in use.



[Aeroplane mode on](#).

**CONNECTIVITY**

[Bluetooth on](#).



[Trusted device](#) connected.



Your phone is a [Wi-Fi hotspot](#). Devices can connect to share your data connection.



Wireless display or adapter connected.

---



Connected by USB cable.

---



USB tethering enabled.

---



NFC enabled. Only some versions of this phone, sold in certain countries, support this feature.

---

## SYNC AND UPDATES

---



App updates are available for download from Play Store.

---



App successfully installed from Play Store.

---



Email and calendar sync in progress.

---



Upload complete.

---



Download complete.

---



Google backup in progress.

---



Google backup complete.

---

## SOUND

---



Vibrate.

---

## DO NOT DISTURB

---



Do Not Disturb is on.

---

**BATTERY**

Battery fully charged.



Battery charging.



Battery low.



Phone is in [Battery Saver mode](#).

**ALARM AND CALENDAR**

[Alarm](#) set.



Upcoming [calendar](#) event.

**EMAIL AND MESSAGING**

[New Gmail message](#).



[New text message](#).



[New voicemail](#).



Important alert.

**OTHER ICONS**

[Screenshot](#) is available.



[Focus mode](#) is on.



Moto Voice is [announcing calls and texts](#).

---

Apps that you [download](#) might show other icons to alert you about their status.

*Certain features, services and applications are network or carrier dependent and may not be available in all areas.*

---

## Phone terms you should know

### **Aeroplane mode**

This [mode](#) allows you to use your phone's non-wireless functions (music, games, etc.), while disabling its wireless radio functions that are banned on aeroplanes during flight.

### **app**

Software that you can download for added functionality, such as games, email apps, bar code scanners and more. Some apps are already on your phone, and more can be downloaded from your phone's app store.

### **Bluetooth™**

A short-range wireless technology you can use to connect a device to other nearby Bluetooth-capable devices and accessories, such as headsets, speakers, printers, etc. Use Bluetooth to make hands-free calls on a headset or in your car, listen to music on wireless speakers, use a wireless mouse or keyboard, or print a document in another room. [Set up Bluetooth](#).

### **cellular network or mobile network**

A network of radio-transmitting towers. You make calls on your phone using radio waves sent between the phone and the network towers. You also send data and access the Internet on this network. Carriers use different technologies to handle these radio transmissions (GSM, CDMA, Edge, 3G, 4G, LTE, HSPA, iDEN).

### **data usage**

The amount of data your phone uploads or downloads over a network in a given period. Your phone uses your carrier's mobile network or over a Wi-Fi network. Depending on your plan with your carrier, you may be charged additional fees when your data usage exceeds your plan's monthly limits.

### **data**

Information sent or received from your phone other than calls and text messages. You may use data when you access the Internet, check your email, play games, use apps and more. Background tasks, such as syncing or location services, may also use data.

### **GPS**

Global Positioning System. A global satellite-based system for determining precise locations on Earth. With GPS, your phone becomes your navigator when you're driving and your concierge when you're looking for a nearby meal, film or cup of coffee.

### **mobile hotspot**

A device or app that lets you share your mobile data connection with multiple devices via Wi-Fi. You can connect different devices to your hotspot, including notebooks, netbooks, MP3 players, cameras, Smartphones and portable gaming systems. The number of devices that can connect at one time depends on your carrier and connection speed.

### **NFC**

Near-field communication. A wireless technology that transfers information between two compatible devices. [Tap the devices together](#) to share web addresses, contact info, apps, GPS locations and more.

### **notification**

An alert from your phone or an app on your phone. Your phone displays icons in the status bar to notify you of new messages, calendar events and alarms. Icons can also indicate on-going status, such as connection to a Wi-Fi network.

**Play Store**

Google's store where you can download apps, books, movies, and music. Choose from an assortment of free books or apps; purchase from an even larger selection.

**SD card**

Secure Digital (SD) card. A small, high-capacity removable memory card used in small, portable devices such as mobile phones, tablets and digital cameras.

**shortcut**

An icon you can add to your Home screen that lets you quickly open an app. [Create shortcuts](#) for apps you use frequently.

**SIM card**

Subscriber Identity Module (SIM) card. A card that securely stores information your mobile operator uses to authenticate your phone on the mobile network.

**software update**

An update to your phone's operating system that typically includes new features and fixes reported problems. The update is wirelessly downloaded to your phone at no additional cost to you.

**status bar**

Thin bar at the top of your [Home screen](#) that displays the time and icons that tell you about your phone's battery and network connections. Apps display [icons](#) in the status bar to alert you to events, such as new messages.

**sync**

The process of sharing the same information across multiple devices and websites. Contacts, calendars and email are often synced through cloud services, so you can enter information on one device and access it through another.

**Wi-Fi**

A short-range wireless technology that provides a high-speed Internet connection to wireless data devices. Many locations offer Wi-Fi connections, including airports, hotels, restaurants and more. Using a Wi-Fi connection instead of your mobile network can help reduce your mobile data usage. Some public Wi-Fi connections may not be secure. You should only connect to those you trust and use some form of Internet security on your devices. [Set up Wi-Fi](#).

**widget**

An element you can add to your home screen that gives you quick access to information or frequent tasks. For example, widgets can provide weather updates or upcoming calendar events. Many are pre-installed on your phone. Apps you [download](#) may also include widgets.

*Certain features, services and applications are network or carrier dependent and may not be available in all areas.*

---

## Learn gestures

You can use gestures on your touch screen to move between apps and choose or manipulate items.

There are also gestures to perform everyday tasks such as taking screenshots or turning on the torch. These gestures [can be turned on/off](#).

### Touch, drag, swipe, zoom

---

| Gesture           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Touch             | <p>Press with one finger and lift.</p> <p>Result: open something (app or email) or choose something (checkbox, icon).</p>                                                                                                                                                                                                                                                                                                                                              |
| Touch & hold      | <p>Press and wait before lifting one finger.</p> <p>Result: select something (app icon, text on a page) and see possible actions.</p> <p>Try it: touch &amp; hold text on this page to see the copy feature.</p>                                                                                                                                                                                                                                                       |
| Drag              | <p>Touch &amp; hold an item and then, without lifting, slide your finger until you reach the target position.</p> <p>Result: move elements on the screen; for example, change a toggle from on  to off .</p> <p>Try it: drag an app shortcut from one spot on your Home screen to another.</p> |
| Swipe             | <p>Quickly move one finger across the screen, without pausing when you first touch (so you don't drag instead).</p> <p>Result: switch between Home screens or between tabs in an app or move quickly through a list.</p> <p>Try it: open the Phone app and swipe left/right to switch between tabs.</p>                                                                                                                                                                |
| Pinch out to zoom | <p>Put two fingers on the screen and then drag them apart.</p> <p>Result: zoom in to see larger versions of photos and maps. Or, open expandable notifications.</p> <p>Try it: open a photo and pinch out to zoom in on an area.</p> <div><p><b>Tip:</b> If you have visual impairments, you can <a href="#">enable additional magnification gestures</a>.</p></div>                                                                                                   |

---

Pinch in to zoom

Put two fingers on the screen, far apart, and then drag them together.

Result: zoom out to see smaller versions of photos or maps. Or, close expandable notifications.

---

## Press the Power button twice

Press the Power button twice to open [Google Assistant](#).

You can [customise settings](#) to open the camera instead.

---

## Use the navigation bar

### Show navigation bar

In addition to using the fingerprint sensor for [security](#), (unlocking phone and logging into apps), you can also use the sensor to move between screens.

Remove the ◀ ● ■ navigation icons and use the — navigation bar instead.



1. [Open](#) the **Moto** app.
2. Touch ≡ > **Moto Actions**.
3. Touch **One-button nav** and turn it on ☒.

The navigation bar appears at the bottom of the screen.

To restore the ◀ ● ■ navigation icons, turn **One-button nav** off ☐.

### Navigate with one finger

Use these gestures with the navigation bar to move between screens.

---

| Gesture | Navigation                                                                                  |
|---------|---------------------------------------------------------------------------------------------|
| Touch   | Go Home  |

---

Touch & hold   Open Google Assistant

---

Swipe left   Go back ◀

---

Swipe right   Switch between two most recent apps

---

Swipe up   See recent apps. Swipe up again for all apps.

---

## Customise navigation gestures

You can change how your phone responds when you swipe:

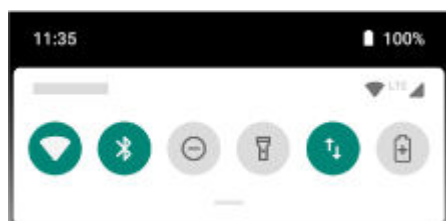
1. [Open](#) the **Moto** app.
  2. Touch ≡ > **Moto Actions** > **One-button nav.**
  3. Touch **Settings**.
  4. Touch ▼ and select **Swipe left to go back** or **Swipe left to switch apps**.
- 

## Use quick settings

### Open quick settings

Settings you adjust frequently, like Bluetooth, are 'quick settings', easy to get to from any screen.

To see your first few quick settings, swipe down once from the top of your screen.



To see all quick settings, swipe down again.

### Adjust quick settings

To adjust the screen [brightness](#), slide ⚙️.

To adjust other settings:

- **Touch** an icon to toggle the setting on 📶 or off 📶.
- **Touch & hold** an icon to adjust related settings.

| Icon                                                                                | Setting        |
|-------------------------------------------------------------------------------------|----------------|
|    | Wi-Fi          |
|    | Bluetooth      |
|    | Do Not Disturb |
|    | Auto-rotate    |
|  | Torch          |
|  | Dolby          |
|  | Battery Saver  |
|  | Mobile data    |
|  | Aeroplane mode |
|  | Cast           |



**Data Saver** (Appears after you turn on Data Saver for the first time.)

---



**Night light** (Appears after you turn on Night light the first time.)

---



**Bedtime mode** (Appears after you turn on Bedtime mode for the first time.)

---



**Wi-Fi hotspot** (Appears after you turn on hotspot the first time).

---



**SIM card**

---

## Open all settings

To open the full list of all settings:

- **Open Quick settings** and touch .
- Or, **open** the  **Settings** app.

**Tip:** You can search the Settings app to find what you need quickly. Just touch  at the top of the app and type your search term.

## Customise quick settings

You can rearrange quick settings, putting your most-used at the top. You can also add or remove them.

1. Open quick settings.
2. Touch .
3. Drag to add, remove or rearrange.

To return quick settings to its original state, touch  > **Reset**.

**Tip:** You can also **change the background colour** to be light or dark.

---

## Turn screen off and on

### Why your screen turns off automatically

- **To save battery power**, your screen turns off if you haven't used it for some time. You can [lengthen or shorten the time](#) before your screen automatically turns off.

You can also use [Attentive display](#) to keep your screen from turning off when you're looking at it.

- **When you bring the phone to your face to speak into it during calls**, the screen turns off to prevent accidental touches. When you pull the phone away from your face, the screen turns on so you can use it. (If the screen stays dark, [follow these steps](#).)

### Turn screen off and on manually

To turn the screen on:

- Press the Power button. If you've set up a [screen lock](#), you need to unlock it.
- If you've [added your fingerprint](#) to the phone, touch the sensor to wake and unlock your phone.
- Your screen automatically turns on when you have an incoming call.

To turn the screen off:

- Press the Power button. When you set down your phone, it's a good habit to do this. You prevent accidental touches, save a bit of battery and keep it secure with the [screen lock](#).
- To keep your screen off and phone quiet when you don't want interruptions, such as at night, use [Do Not Disturb](#) settings.

## Take screenshots

### Take a screenshot

1. Do one of the following:

- Touch and hold three fingers on the screen. (If this doesn't work, [turn Three-finger screenshot on.](#))



- Press & hold the Power button, then touch **Screenshot**.
  - Press and hold [power](#) + [Volume down](#) simultaneously until the screen is captured.
2. To scroll and capture more content, touch . If you don't see , turn [Screenshot editor](#) on.
- To stop scrolling before the end of the page, touch **STOP** or .
3. Do any of the following:
- To crop the screenshot, touch .
  - To edit the screenshot, touch . Then, touch  to draw on it or touch  to highlight it.
  - To share it, touch .
4. Touch **Save**.
- Or, touch **Discard** to delete it.

### Find screenshots later

Open the  Photos app and touch **Library** > **Screenshots**.

### Adjust screenshot settings

You can adjust settings for [capturing screenshots](#) at any time.

1. Open the **Moto** app.
2. Touch  > **Moto Actions**.
3. Turn **Three-finger screenshot** and **Screenshot editor** on  or off .

## Turn torch on and off

To turn your torch on or off:

1. [Open Quick settings](#).
2. Touch .

Or, make a chopping motion to turn the torch on or off.

If the camera opens instead of turning on the torch, be sure to use a chop gesture, not a twist gesture.

To control the chop gesture:

1. [Open](#) the **Moto** app.
2. Touch  > **Moto Actions**.
3. Touch **Fast torch** and turn it on or off.

## Control phone with your voice

### Train launch phrase

1. [Open](#) the Google app, then touch your profile icon  > **Settings** > **Google Assistant** > **Hey Google & Voice Match**.
2. Turn on **Hey Google** and follow the on-screen instructions to record your voice.

### Speak a command

*Not all languages support voice commands.*

Tell your phone to call people, get directions, send messages and set alarms. The possibilities are enormous.

1. From the home screen or when you've started a search, say 'OK, Google.'
2. When the phone responds, say the command (for example, 'Call Elise' or 'Set alarm for 7 AM tomorrow').

**Tip:** To see a list of commands, say 'Help.'

3. Some commands cause your phone to speak a response to you. To stop the phone from speaking, touch .

### Fix an issue

If your phone isn't recognising 'Ok, Google' commands:

1. [Open](#) the Google app.
2. Touch your profile icon  > **Settings** > **Google Assistant**.
3. Touch **Hey Google & Voice Match**.

4. Touch **Retrain voice model**.
- 

## Get directions to a location

### Navigation and battery life

Navigation is one of the most power-intensive apps, so keep your phone plugged into a high-quality car charger, especially if you're streaming music and/or using [Bluetooth](#) (also power-intensive features).

### Use voice commands to get directions

[Tell your phone](#) to provide directions to a destination:

1. Make sure that you [set up voice commands](#).
2. Say your launch phrase.
3. Say 'Navigate to [destination].'

### Use Directions widget

1. Before you hit the road, [add a Maps Directions widget](#) to your Home screen, and you'll have directions to any destination you choose.
2. When you're ready to roll, just touch the widget, and your phone will talk you through the directions.

**Tip:** Combine your Directions widgets into a [folder](#) on your home screen.

## Get directions to Home or work

Get directions from anywhere to your home or work addresses with one touch by setting up a [task shortcut](#) for the Maps app:

1. Touch & hold .
2. Drag  to a blank space on your Home screen.
3. If you haven't set your home or work address yet in Maps, touch the shortcut and follow the onscreen instructions to add it.

When you're ready to roll, just touch the shortcut and your phone will talk you through the directions.

---

## Use Time and weather widget

### Add widget to Home screen

Put a clock on your home screen and get quick access to alarms, your calendar, and the weather.



1. Touch & hold the home screen.
2. Touch **Widgets**.
3. Touch & hold the **Time and weather** widget then drag it to the Home screen.

## Set or delete alarms

1. Touch the time.
2. Adjust alarms:
  - To add a new alarm, touch **+** and set the time and ringtone.
  - To use an existing alarm, switch it on **●**. Touch **▼** to view or edit its ringtone.
  - To delete an alarm, touch **▼**, then touch **🗑️**.
3. To control general alarm settings, such as alarm volume and snooze duration, touch **⋮** > **Settings**.

When an alarm is set, **🕒** shows in the [status bar](#).

## Manage weather forecasts

Display current conditions for your location or for a city you select.

### Show temperature and conditions for current location

1. Do one of the following:
  - Touch **Add cities**.
  - Or, touch the current temperature, then touch **≡** > **⚙️**.
2. Turn **Current location** on.

**Tip:** to switch between Fahrenheit and Celsius, touch **Temperature unit**.

### Add location

1. Do one of the following:
  - If you haven't added locations yet, touch **Add cities**.
  - Or, touch the current temperature, then touch **≡**.
2. Touch **Add new location**.
3. Enter a city name or postcode, then touch **🔍**.
4. Touch the city to add.

### Remove location

1. Touch the temperature.
2. Touch  > **Settings**.
3. Touch  next to the city's name.

### View forecasts

1. Touch the current temperature on the widget to open the forecast.
2. Then:
  - To switch between forecasts for multiple locations that you have added, swipe right and left.
  - To see more details on the weather provider's website, touch an item on the forecast.

### Control weather alert notifications

The widget sends notifications about weather conditions that need special attention.

To turn notifications on or off:

1. Touch the temperature.
2. Touch  > **Settings**.
3. Turn **Weather alert notifications** on or off.

## View your calendar

Touch the current date to open your calendar, where you can [view or add events](#).

---

# Manage how you spend time on your phone

## Set up Digital Wellbeing

You can get info about how you spend time on your phone, like how often you unlock it and how long you use each app. Then, use that info to improve your digital habits.

The first time you use this feature:

1. Go to [Settings](#) > **Digital Wellbeing & parental controls**.
2. If you want to find this feature as an app, rather than opening Settings, turn on **Show icon in the app list**.

## Understand your habits

1. Go to [Settings](#) > **Digital Wellbeing & parental controls**.
2. Review the chart to see:
  - Time you spent using phone today
  - Which apps you've had on screen and for how long
  - How often you unlocked the phone today
  - How many notifications you have received

3. For more information, touch a label on the chart. For example, to see your screen time for the week, touch today's usage time.

## Limit daily screen time

For individual apps, you can set a timer that limits the amount of time you spend on the app every day.

**Tip:** To manage your child's screen time, use [parental controls](#).

To set an app timer:

1. Go to [Settings](#) > **Digital Wellbeing & parental controls** > **Dashboard**.  
Or **Settings** > **Apps & notifications** > **Screen time**.
2. Next to the app you want to limit, touch .
3. Set the total time that you can use the app per day.

When you reach your time limit in an app:

- The app closes.
- Its icon dims and no longer opens the app.

The app timer resets at midnight. To use the app before midnight, go back to the timer in **Settings** and extend the time or delete the timer.

## Pause distracting apps to focus

Use Focus mode to pause selected apps for fewer distractions.

1. Go to [Settings](#) > **Digital Wellbeing & parental controls** > **Focus mode**.
2. Choose which apps you want to pause.
3. Do one of the following:
  - To turn it on, touch **Turn on now**.
  - To have it turn on automatically, touch **Set a schedule**, then select days of the week and start/end times.

When Focus mode is on:

- You'll see  in the [status bar](#).
- You won't be able to use the selected apps and won't get notifications from them.

**Tip:** To add  Focus mode to Quick settings, [open Quick settings](#), touch , then drag the tile where you want it.

To turn Focus mode off:

- [Open Quick settings](#) and touch .
- Alternatively, on the notification, touch **Turn off now**. To turn it off for a short period, touch **Take a break**.

To remove the schedule:

1. Do one of the following:
  - Open quick settings, then touch and hold .
  - Go to **Settings** > **Digital Wellbeing & parental controls** > **Focus mode**.
2. Next to Schedule, touch .

**Tip:** To mute sounds, stop vibration and block notifications for all calls and notifications, use [Do Not Disturb](#).

## Make it easier to put your phone away at bedtime

You can schedule changes to get ready for sleep.

1. Go to [Settings](#) > **Digital Wellbeing & parental controls** > **Bedtime mode**.
2. Select when to turn on **Bedtime mode**.
3. Adjust start and end times if required.
4. Touch **Customise** to set what your phone should do during this scheduled time:
  - Silence your phone (turn on [Do Not Disturb](#)).
  - Use greyscale or dimmed colour and light (touch **Screen options at bedtime**).

## Use parental controls

You can:

- Control your child's access to devices and apps
- Control location settings and view the location of your child's supervised device
- Set daily usage limits, monitor app usage and remotely lock supervised devices
- Set filters and controls on what your child can browse, purchase or download using Chrome, Google Search, Play Store and YouTube

You'll need to set up parental controls on your and your child's devices.

To set up parental controls on this phone:

1. Go to [Settings](#) > **Digital Wellbeing & parental controls**.
2. touch **Set up parental controls**.
3. Follow the onscreen instructions to set up the phone for child or adult usage.
4. To set up parental controls on the other device, refer to the help information for that device.

To learn more, [read Google's help](#).

## Use onscreen keyboard

### Open, close, resize keyboard

To open the keyboard, just touch an area where you can enter text or numbers.

To close the keyboard so you can see other parts of the screen, touch .

To make the keyboard larger, turn your phone horizontally. If your screen doesn't rotate, check your [auto-rotate](#) setting.

**Tip:** If you [installed other keyboards](#), you'll see  next to the navigation buttons when you're typing. To switch to a different keyboard, touch .

### Type special characters

Touch & hold a key to see related special characters. For example:

- Touch & hold **.** to see other punctuation marks.
- Touch & hold **e** to see **é** and **3**.

**Tip:** To insert a period followed by a space, touch the spacebar twice quickly.

### Capitalise letters

To type in ALL CAPS, touch  twice quickly, so you see . Touch it once more to turn ALL CAPS off.

To change the capitalisation of a word that you've already typed:

1. Select the word.
2. Touch  until you see the capitalisation you want: first letter only, ALL CAPS or lowercase.

### Use glide typing

You have two options for entering text: type one letter at a time (multi-touch typing) or slide your finger through all the letters in a word using one continuous motion (glide typing). Start typing either way and switch whenever you like.

When you're using glide typing, you can:

- **Type a word.** Drag your finger over the letters in the word.
- **Enter apostrophes in common words.** Drag through the letters and the apostrophe is automatically inserted.
- **Add a space.** There's no need to use the space bar. Just lift your finger and start the next word.

You can [disable](#) glide typing.

## Get suggestions

Use suggestions to type faster.

When you're typing, you'll see a list of suggested next words above the keys:

- Touch a word in the list to insert it in your text.
- If you don't like a suggested word, touch & hold it, then drag it to .

You can [limit or turn suggestions off](#).

## Spell check and auto correct

Misspelled words are automatically corrected as you type.

To prevent that word from being auto-corrected again, add it to your dictionary by touching the word in the list of suggestions above the keys.

If auto-correction is [turned off](#), you can still check spelling:

1. After you're done typing, review your text; misspelt words (and words not in your dictionary) are underlined.
2. Touch an underlined word:
  - If the word is spelled correctly, touch it in the suggestion bar.
  - If the word is misspelled, select the correct word in the suggestion bar or type the correction.

## Type in multiple languages

If you have [added multiple languages](#) as a system language in your phone settings, keyboards and text suggestion are available for those languages:

- When using a keyboard language other than your primary system language, available keyboard languages are shown on the spacebar.
- To toggle between languages, touch .
- To see a list of available keyboards, touch & hold  or the spacebar.

You can [add keyboards](#) for other languages.

---

## Cut, copy, paste text

You can select and copy text from webpages and messages.

1. To select text, touch & hold a word.
2. Touch **Copy**, **Cut**, **Share**, **Select all** or:
  - Select more text. Drag the sliders  .
  - Get information about selected text. Touch **Web search**.
  - Translate selected text. Touch **Translate**. (If you don't see this option, [install](#) the Google Translate app.)

3. To paste text, touch to insert at the cursor or select a block of text to replace. Then touch **Paste**.

**Tips:**

- In some apps, you need to double-tap a word to select it (instead of touching & holding it).
- When you use **Copy**, the text is copied to the clipboard in your phone's memory, overwriting previous text in the clipboard. If you want to save and manage everything you copy into the clipboard, search for 'clipboard manager' in Play Store to select and [download](#) an app.

---

## Use voice typing

1. Touch a text field to show the [on-screen keyboard](#).
2. Touch  on the onscreen keyboard.
3. Say what you want to type:
  - Speak naturally but clearly. There's no need to shout or hold the phone close to your mouth.
  - To include punctuation, say 'comma,' 'full stop,' 'question mark' or 'exclamation mark'.
  - To pause or restart, touch .
  - To delete a word, touch .

---

## Fill in forms automatically

Don't retype your personal information again and again. Save it securely, then with just one touch, fill in passwords, addresses, credit cards and other information saved to your [Google account](#).

To set it up:

1. Go to [Settings](#) > **System** > **Languages and input**.
2. Touch **Advanced** > **Auto-fill service**.
3. Select **Google**, then touch .
4. Touch  > **CONTINUE**.
5. Touch categories to review and edit personal information, addresses, credit cards and passwords.

## Change wallpaper

You can change the background image on your [Home screen](#) or [lock screen](#). Use your own photos, images that came on your phone or images from an online category.

### Set the wallpaper

1. [Open](#) the **Wallpapers** app.
2. Do one of the following:
  - To set a single wallpaper, select a photo or wallpaper.
  - To use an animated background, select a dynamic wallpaper. Many dynamic wallpapers include settings. Look for  or  to set options.
  - To see a new wallpaper each day, open a category and touch **Daily wallpaper** > **Continue**.
3. Touch  or **Set wallpaper**.
4. Select whether you want to use the wallpaper on your home screen, lock screen, or both.

#### If your photo is too large

Open the photo and [take a screenshot of it](#). Then edit the screenshot as needed and set it as the wallpaper.

#### If you've selected a dynamic wallpaper

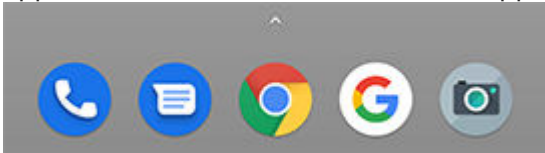
If your battery is low, temporarily change wallpaper to a static image to save power.

#### If you selected Daily wallpaper

To skip a daily wallpaper, [open](#) the Wallpapers app and touch  on your current daily wallpaper image.

## Customise your Favourites tray

The Favourites tray at the bottom of the [Home screen](#) gives you one-touch access to your most-used applications. You can customise these app shortcuts.



### Change the app shortcuts

1. Touch and hold one of the app shortcuts, then drag it up and drop it on **Remove**.
2. Swipe up from the bottom of the Home screen to open your app list.
3. Touch and hold the app you want. When the new shortcut appears, drag it to the empty spot in your tray.

**Tip:** you can also use [folders](#) in your Favourites tray.

---

## Use widgets, shortcuts or folders

### Add widgets

Widgets stream information, giving some of an app's functionality without opening the app. For example, the Calendar widget shows your daily agenda and gives you one-touch access to your full calendar.

#### Add a widget

1. Touch & hold the home screen.
2. Touch **Widgets**.

Widgets are listed under their related apps.

3. Touch & hold a widget to add it.

#### Adjust a widget's size

You can make some widgets larger to view more content:

1. Touch & hold the widget until it's highlighted.
2. Release it to see an outline.
3. Drag a corner or side to resize.

### Add app shortcuts

1. Swipe up from the bottom of the Home screen to open your app tray.
2. Touch & hold the app you want.
3. Drag the app to an empty spot on your Home screen. Or, drag it to the edge of the screen and drop it onto a new Home screen.

### Add task shortcuts

Many apps include shortcuts to common tasks, so you don't have to open and navigate through the app.

1. Touch & hold an app icon to see available task shortcuts.
2. Do one of the following:
  - To perform the task, touch it.
  - To create a shortcut for that task, drag  to an empty space on your Home screen.

Here are examples of task shortcuts for various apps. Not all apps include task shortcuts.

---

| App                                                                                       | Task shortcuts                                                                                         |
|-------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <hr/>                                                                                     |                                                                                                        |
|  Gmail | <ul style="list-style-type: none"><li>• Compose new email</li><li>• Open to specific account</li></ul> |

---



Maps

- [Navigate](#) to work
- Navigate to home



YouTube

- Search
- Subscriptions
- Explore



Chrome

- New incognito tab
- New tab



Calendar

- New reminder
- New event
- New task



Messages

- Open most recent conversation
- New conversation



Clock

- Start screen saver
- Start stopwatch
- Create new timer
- Create new alarm



Settings

- Battery
- Data usage
- Wi-Fi

## Add web page shortcuts

1. [Open](#) the **Chrome** app.
2. Navigate to the web page.
3. Touch  > **Add to Home screen**.
4. Edit the name if desired.
5. Touch **Add**.

6. Do one of the following:

- Touch & hold the icon to drag it where you want on the home screen.
- Touch **Add automatically**.

## Add folders

Folders organise your shortcuts.

To create a folder on your Home screen:

1. Touch and hold an app shortcut on your home screen.
2. Drag it onto another to group them together, then release when you see a frame around them.



3. To name the folder, touch to open it, then touch its name and type a new name.

To add apps to the folder:

1. Touch and hold the app's icon.
2. Drag it onto the folder.

To remove apps from the folder:

1. Open the Home screen folder.
2. Drag the app's icon onto the Home screen or drag it up and drop it on **Remove**.

## Remove widgets, shortcuts or folders

To remove items from your Home screen:

1. Touch & hold it until it vibrates.
2. Drag it to **Remove**.

App icons on the Home screen are **shortcuts** to installed apps found in the app tray. Removing an app shortcut from the Home screen doesn't uninstall the app. [Learn how to uninstall apps](#).

To select a totally new user interface for your Home screen, [download a different launcher](#).

---

# Remake your Home screen with launchers

## About launchers

A launcher app defines what your Home screen looks like and how you organise and interact with all of your apps. The launcher that came with your phone puts the Google search widget and a clock widget on the Home screen. [See what that Home screen looks like and how you can customise it](#).

If you want to totally change the look and feel of your Home screen, you'll need to download a new launcher and update settings to use that launcher. Launchers frequently include new sets of wallpapers, new gestures for interacting with your phone and customisable elements for your Home screen.

You can switch back to the original launcher and its Home screen at any time.

## Get different launcher

1. Search for 'launcher' in [Play Store](#).
2. Read through the choices and download the ones that you want.
3. To start using it, open the app or follow the on-screen instructions after downloading it.

## Switch between launchers

1. Go to [Settings](#) > **Apps & notifications**.
2. Touch **Default apps** > **Home app**.  
Or touch **Advanced** > **Default apps** > **Home app**.
3. Select the launcher you want to use.
4. To adjust its settings, touch .

## Delete launchers

You can only delete launchers that you installed.

Touch & hold the launcher's app icon, then touch  > **Uninstall**.

---

## Use a screen saver

### Set up screen saver

While your phone is idle on a dock or charger, turn it into a desk clock, a photo frame to show off your pics, or more.

1. Go to **Settings** > **Display** > **Advanced**.
2. Touch **Screen saver**.
3. Do any of the following:
  - To change screen savers, touch **Current screen saver**, then select one. To set options for that screensaver, touch .
  - To preview your selection, touch **Start now**. Touch the screen anywhere (unlock if necessary) to return to settings.
  - To adjust when the screen saver starts (while docked, charging, or both), touch **When to start**.

### Start screen saver

The screen saver automatically starts when you connect your phone to a dock or charger and the screen turns off.

To exit the screen saver and return to your home or lock screen:

- Press the Power button.
- Or, if you're using [fingerprint security](#), touch the sensor.

To manually start your screen saver any time, go to **Settings** > **Display** > **Advanced** > **Screen saver** and touch **Start now**.

### Turn off screen saver

To prevent the screen saver from starting automatically:

1. Go to **Settings** > **Display** > **Advanced**.
2. Touch **Screen saver** > **When to start** > **Never**.

### Add screen savers

Search for 'Screen saver' in Play Store for apps that give you more.

After you [install](#) an app, you can select the new ones in **Settings** > **Display** > **Advanced** > **Screen saver**.

## Open, close and switch apps

### Open and close apps

**To open an app**, swipe up from the bottom of your [Home screen](#), then touch the app.

You don't need to close apps. Android manages the memory and battery that apps use, so you don't need to worry about leaving apps open.

**To close one app**, touch  to return to your Home screen. Or touch  if you're using the [navigation bar](#).

**To close all apps**, touch . (Or if you're using the [navigation bar](#), swipe up on .) In your recent apps, swipe all the way right and touch **Clear all**.

### Switch between open apps

1. Touch  to see your recently used apps.  
Or, if you're using the [navigation bar](#), swipe up on .
2. In your list of recent apps:
  - Swipe left or right to see more apps.
  - Touch any app screen to return to it.

#### Tips:

- Touch  twice to switch between your two most recently used apps. (If you're using the [navigation bar](#), swipe right on .)
- Use two apps at once with [split screen](#).

## View two apps on screen

### Use split screen view

1. Open the first app.
2. Touch .
3. In the list of recent apps, touch the app's icon at the top of the preview to see  and .  
Be sure to touch the app's icon instead of the preview, which opens the app.
4. Touch  **Split screen**.
5. Select the second app to use.

## Exit split screen view

Drag the divider all the way up or down.

## Use Picture-in-picture

With some apps, you can watch video in a small, movable frame while you do other things. Use it when [navigating](#) with Google Maps, too.

1. When you're playing a video or navigating with Maps, go to the Home screen or app you want to use. The video (or navigation) shrinks.
2. You can drag the video (or navigation) anywhere on the screen.
  - To return it to full size, touch it twice.
  - To close it, drag it to the bottom of the screen. Or, touch it, then touch .
  - To turn off Picture-in-picture for the app in use, touch it, then touch  and turn **Allow picture-in-picture** off .

To see all apps that support Picture-in-picture:

1. Go to [Settings](#) > **Apps & notifications**.
  2. Touch **Advanced** > **Special app access** > **Picture-in-picture**.
  3. To turn off Picture-in-picture for an app, touch it and turn **Allow picture-in-picture** off .
- 

## View notifications

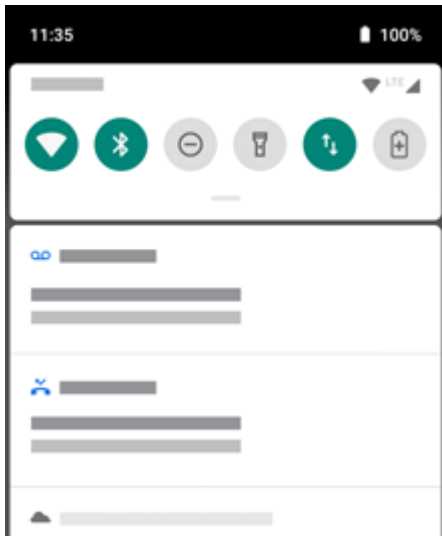
### Find your notifications

Apps send notifications to alert you about things such as new messages, calendar events and alarms.

You can check your notifications from a few places:

- They appear on your [lock screen](#).

- You see them when you swipe the [status bar](#) down on any screen.



If you receive multiple notifications from an app, they're bundled together. Swipe down to view more details.

Some important notifications pop up briefly over your current app so that you can take action. For example, a notification for an incoming call might appear while you're watching a video, so that you can answer or dismiss the call.

If an app icon has a [notification dot](#), you can touch and hold it to see the most recent notification:



## Swipe fingerprint for notifications

You can set the fingerprint sensor to open your [notifications](#) and [quick settings](#) when you swipe it.

### Set it up

1. Go to [Settings](#) > **System** > **Gestures**.
2. Touch **Swipe fingerprint for notifications** and turn it on .

### Use it

Swipe down on the [fingerprint sensor](#):

- Swipe once to view notifications.
- Swipe again to view quick settings.

## What you can do with lock screen and status bar notifications

### Respond from a notification

Many notifications include actions on the bottom that let you complete common tasks without opening the full app. If you have several notifications, these actions are hidden. When you see , touch it to reveal actions like **Reply**, **Archive** and more.

### Open the app that sent the notification

Swipe down from the top of the screen and touch the notification to open its app.

From the lock screen, touch the notification twice and enter your PIN, pattern or password to unlock your screen and open the app.

### Snooze a notification

Swipe left or right slowly. Then touch  and select a duration to snooze notifications.

### Dismiss a notification

Swipe it sideways. Some notifications, like voicemails, require an action and cannot be dismissed.

### Dismiss all notifications

Swipe to the end of your notifications and touch **Clear all**.

## Control how and when apps send notifications

Use [Do Not Disturb](#) to silence all notifications when you don't want interruptions.

You can also [customise notifications](#), controlling the notification sound, which apps send notifications and how notifications show on your lock screen.

---

## About pre-loaded apps

### Apps that came with your phone

The following apps may be preloaded on your phone.

Don't want some of them? [Delete or disable them](#). Need other apps? [You can download free and paid apps](#).

---

| Icon                                                                                | App                      | Description                                                                                                                 |
|-------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|
|  | Calculator               | Make some quick calculations.                                                                                               |
|  | <a href="#">Calendar</a> | Keep track of your upcoming events, get automatic reminders on your phone and co-ordinate with others by sharing calendars. |
|  | Camera                   | Capture photos or videos. To learn more, <a href="#">read the Camera app's help</a> .                                       |

---

**Chrome**

[Browse the web](#). Access your browser bookmarks from any device, and sync tabs with your computer or Android devices.

---

**Clock**

[Set alarms](#). Use a [timer](#) or stopwatch.

---

**Contacts**

[Organise and connect](#) with your contacts. Assign [ringtones](#) to people.

---

**Docs**

Create, edit and collaborate with others on documents.

---

**Dolby Audio**

Get premium adjustable audio for movies, music, games and voice.

---

**Drive**

Store and synchronise your files on Google's cloud, then access them anywhere you have an Internet connection. Create and share spreadsheets, documents and presentations. [Scan documents](#) and share or print them.

---

**Facebook**

Connect with friends, family and communities. Share updates and media. Find information on events, entertainment and businesses.

---

**Files**

Browse and manage files and folders stored on your device or [SD card](#).

---

**FM Radio**

Listen to FM radio stations. To learn more, open the app and touch  > **Help**.

---

**Gmail**

Compose, send, view or search your email from your phone or computer.

---



Google

[Search](#) the web, see your updates, and adjust Google settings, including [privacy](#).

---



Google Pay

Pay with your phone [in-store](#) or online and send cash using this secure digital wallet.

---



Google TV

Get films and TV programmes for instant viewing from Play Store. (Not available in all countries.)

---



Maps

[Find your destination](#), explore locations.

---



Meet

Video call with your friends via Android and iOS.

---



Messages

Send and receive text messages.

---



Moto

Select available Gestures for phone shortcuts, control notifications, and go hands-free when you're driving or at locations you choose.

---



News

See headlines, weather and information on your favourite topics and locations.

---



Phone

[Make calls](#).

---



Photos

Manage photos and [upload](#) them automatically to your private album.



Play Music

Stream your favorite albums, singles, and live performances and get recommendations for new music.



Play Store

[Get apps](#) for your phone, as well as books, magazines, music and films and access them from your computer or any Android device.



Settings

Customise your phone settings.



Sheets

Create, edit and collaborate with others on spreadsheets.



Slides

Create, edit and collaborate with others, and play presentations.



Wallpapers

[Change](#) your wallpaper, get new ones or automatically show a new one every day.



YouTube

Find, view and upload videos to the web.

## Get help using an app

1. Open the app.
2. Touch  or .
3. Look for **Help** or **Settings > Help**.

## Install or update apps

### Get apps from Google Play Store

Need a voice recorder, notepad or compass? You can download more apps, in addition to the [apps preloaded](#) on your phone.

To download apps:

1. [Open](#) the **Play Store** app.
2. Browse by category or search.
3. Touch an item to see a description, read reviews and download it.

You'll see  in the [status bar](#) when the app has downloaded and installed successfully.

#### Tips:

- To view Play Store apps you've installed on this phone, touch your profile icon  > **Manage apps and device** > **Manage** and change **Installed** to **Not installed** to see apps you've installed on other devices using the same Google account.
- To prevent accidental or unwanted purchases, touch your profile icon  > **Settings** > **Authentication** > **Require authentication for purchases**.

### Get apps from other sources

Before downloading, do some research: check the app's rating and read the comments.

To download apps:

1. [Open](#) the **Chrome** app and go to the appropriate site to download the app.  
If you see a warning, touch **OK** to continue.  
You'll see  in the [status bar](#) when the download completes.
2. Touch the download notification to install the app. Or, open the **Files** app to install it later.
3. When installing the app, review what information the app will access. If you don't want the app to access this information, cancel the installation. For example, if you're installing an app that makes a shopping list, the app should not require access to your contacts.

### Update Play Store apps automatically

Updating your apps gives you the latest features and improves security and stability. For best performance, apps are set to update automatically.

If an app changes the information it wants to access on your phone, you will receive a notification to update the app manually and will be required to review and accept the new permissions.

To control when your apps are automatically updated:

1. [Open](#) the **Play Store** app.
2. Touch your profile icon  > **Settings**.

3. Touch **Network preferences > Auto-update apps**.
4. Select whether apps should:
  - Auto-update over any network
  - Auto-update only over Wi-Fi — save data charges on your mobile plan

## Update Play Store apps manually

1. [Open](#) the **Play Store** app.
2. Touch your profile icon  > **Manage apps and device**.
3. Under **Updates available**:
  - Touch **Update all**.
  - Or, to update a specific app, touch **See details**, then touch **Update** by its name.

**Tip:** To read the summary of what changed, touch the app name before you update it.

## If you can't update apps

If you see apps waiting to update that are stuck in 'Pending' status, update the  Chrome app first.

1. On the 'Pending downloads' screen, cancel all downloads.
2. Swipe to  **Chrome** and touch **Update**.
3. After Chrome has updated, touch .  
Apps will now update normally.

## Turn off Play Store auto-updates

To stop a specific app from updating automatically:

1. [Open](#) the **Play Store** app.
2. Touch your profile icon  > **Manage apps and device**.
3. Touch **Manage**, then touch the app's name.
4. Touch  and turn off **Enable auto update**.

To stop all apps from updating automatically:

1. [Open](#) the **Play Store** app.
2. Touch your profile icon  > **Settings**.
3. Touch **Network preferences > Auto-update apps > Don't auto-update apps**.

## Restore Play Store apps

If you [uninstall an app](#) you got from Play Store, you can reinstall it anytime. Have apps you use infrequently, such as a flight tracker? Delete them and easily reinstall when needed.

1. [Open](#) the **Play Store** app.
  2. Touch your profile icon  > **Manage apps and device** > **Manage**.
  3. Touch **Installed** and change to **Not installed**.
  4. Check the box for each app to re-install, then touch .
  5. If you have multiple Google accounts, touch your profile icon  and next to your account touch . Select the other account and repeat the process to restore apps downloaded in that account.
- 

## Manage or delete apps

### Organise apps

To organise apps into groups on your Home screen, [use folders](#).

### Control app permissions

The first time you use an [app](#), and sometimes when you [install](#) or [update](#) it, you are asked to grant the app permission to access certain data and phone features.

You can adjust these permissions any time.

To adjust permissions by app:

1. Touch & hold the app icon, then touch .
2. Touch **Permissions**.
3. Turn each permission on or off as needed.

**Tip:** To see how the app uses each permission, touch  > **All permissions**.

You can also review each feature and [adjust which apps have permission](#).

### Troubleshoot with safe mode

Issues such as apps crashing, unexpected reboots or fast battery drain could be caused by an app you installed. Use safe mode to start your phone with only the original software and apps. If the issues go away in safe mode, the problem is probably from an app you downloaded.

To restart in safe mode:

1. Press and hold the power button.
2. Touch & hold **Power off**. Then touch **OK** to restart in safe mode.

When it restarts, you'll see **Safe mode** across the bottom of the Home screen and all widgets and third-party apps will be disabled.

3. Use your phone and see if the problem has gone away. Remember, you won't be able to use any downloaded apps.

#### If the problem goes away:

1. To exit safe mode, restart your phone.

2. One by one, uninstall recently downloaded apps. After each removal, restart your phone. See whether removing that app solved the problem.
3. Once you delete the problematic app, you can [restore the other apps](#) you removed during testing.

**If the problem doesn't go away:** [Try these troubleshooting steps](#) for phone performance issues.

## Exit safe mode

Press and hold the power button, then touch **Restart** .

Or, hold the Power button for about 30 seconds, or until your phone restarts.

## Clear app's cache or data

Clearing the cache and data can free up phone memory, improve performance and fix some problems with apps and webpages.

1. Touch & hold the app icon, then touch .
2. Do one of the following:
  - To free up space by removing temporary files, touch **Storage** > **Clear cache**. Over time, the cache builds up again, so repeat if a problem occurs.
  - If problems still occur, then delete all data saved in the app by touching **Storage** > **Clear storage**. Be careful – there's no way to undo this.

## Force stop apps

Force stop an app only if it seems to be causing a problem. To completely shut down an app, including any background services:

1. Touch & hold the app icon, then touch .
2. Touch **Force stop**.

## Delete apps you have installed

You can delete (uninstall) apps that you downloaded. For many [preloaded apps](#), you can disable but not delete them.

1. Touch & hold the app's icon.
2. Do one of the following:
  - Drag the icon up and drop it on . This deletes the app and frees storage space.
  - If you don't see a delete option, touch & hold the app icon, then touch  > **Disable**.

## Delete apps installed by others

If you are the [owner](#) of the phone and [shared it](#) with users or guests, you can uninstall apps they installed. Although their apps don't appear in your app tray or on your Home screen, they do reduce available storage space.

1. Go to [Settings](#) > **Apps & notifications** > **App info**.

Apps installed by others show the message **Not installed for this user**.

2. Touch the app name.
3. Touch  > **Uninstall for all users**.

## Back up to Google

You can automatically back up the following items to your [Google account](#):

- Apps and app data
- Call history
- Contacts
- Phone settings (including Wi-Fi passwords and permissions)
- Photos and videos (synced to [your Google Photos library](#), not to Google Drive)
- SMS text messages (if using  Messages)

**Tip:** Back up over [Wi-Fi](#) to prevent mobile data charges.

Not all apps back up data automatically. Check with the app developer.

To automatically back up to Google Drive:

1. Go to [Settings](#) > **System**.
2. Touch **Backup**.
3. Check that **Back up to Google Drive** is on . If needed, turn it on.
4. If you have multiple Google accounts, touch **Account** to select an account.
5. Follow the onscreen instructions.

To back up other files that aren't automatically backed up, such as attachments or downloads:

1. [Open](#) the  Drive app.
2. Touch .
3. Touch **Upload**, then choose the files or folder to upload.

---

## Protect against harmful apps

### Scan phone for harmful apps

Play Protect helps keep your phone secure by automatically scanning your apps, including sideloaded apps, to check for potentially harmful apps (malware).

If Play Protect finds a potentially harmful app, it stops the app from running and warns you so that you can uninstall it.

To see the results or to rescan:

1. [Open](#) the **Play Store** app.
2. Touch your profile icon  > **Play Protect**.

3. Review the results of the latest scan or touch **Scan**.

Play Protect is on by default.

To learn more, [read Google's help](#).

## **If your phone seems slow**

If you've scanned your phone to confirm there aren't any potentially harmful apps but your phone seems slow, [troubleshoot the issue](#).

## Search the web

### Search from anywhere

You don't have to leave your current app to search for the info you need. Use Google Assistant from any screen to get search results and options for your next action.

To search:

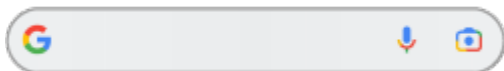
1. Say 'OK, Google' or 'Hey, Google'. (Make sure you've [set up the launch phrase](#).)  
Or touch & hold .
2. Tell the assistant what you're looking for. For example, search for a local restaurant by saying 'Find [restaurant name].'
3. Below the search result, touch options for related actions: make a call, get directions, read reviews and more.

For more help with Google Assistant, [read Google's support information](#).

### Search with the widget

#### Type search terms

1. Touch the blank space on the Search widget.



2. Start typing a search term.  
As you type, suggested terms appear.
3. Touch a suggestion to search for it.

#### Use voice search

Touch  to call Assistant. [Learn more](#).

#### Use camera to search for info

Touch , then follow onscreen instructions.

### Use camera to search for info

You can use  Google Lens with your camera to:

- **Search for information about objects and surroundings:** Learn about products, landmarks and buildings, plants and animals, books and visual art
- **Scan barcodes and QR codes:** search for related information, open a website to purchase a product
- **Digitise real-world text:** Copy text to paste in another app, translate text, save business card information to Contacts, create calendar events from dates on posters or billboards

To use Google Lens:

1. On the Home screen, touch  on the search widget.

Or open the  Camera app and touch .

2. Frame the item you want to learn about and touch .

3. Touch the item you want to learn about.

For text, touch it to select it and use   to select more.

4. In the list of results:

- Review results then touch a selection to view it or take the suggested action.
- To crop the area of your search for more accurate results, adjust the frame corners.

You can also use Google Lens on captured photos and screenshots. In the  Photos app, open the photo or screenshot then touch .

To learn more, [read Google's help](#).

## Search for nearby phone numbers

To find and call a nearby business:

1. [Open](#) the  **Phone** app.
2. Touch  or .
3. Say or type the name of place to call or a search term about the place (for example, 'restaurant').  
You'll see a list of nearby search results.
4. Touch the place to dial its number.

If it doesn't work:

- Make sure [Location](#) is enabled.
- Touch  >  > **Settings**, touch **Nearby places** and turn it on .

## Delete Google search history

To learn how, [read Google's help](#).

## Use search engine other than Google

To use a search engine other than Google:

1. Search for 'search engine' in Play Store and [install](#) one of the apps.
2. Open that app to search.
3. Optionally:
  - [Delete](#) the Google search widget from your Home screen. If you can't delete it, [use a different launcher](#) for your Home screen that doesn't include the widget.
  - Install a browser to replace Chrome and [make it your default browser](#).
  - [Turn off](#) Google's collection of your information.

---

## Search your phone

### Find an app

1. Swipe up from the bottom of the [Home screen](#).
2. Touch  **Search apps**.
3. Type the app's name.
4. If the app is on your phone, touch its icon to open it.

If the app isn't on your phone, touch **SEARCH FOR MORE APPS** to go to Play Store and install with one touch.

### Find a setting

1. Go to [Settings](#).
2. At the top of Settings, touch .
3. Type your search term and touch  on the keyboard.
4. In the list of search results, touch a setting to open it.

### Find your phone number

1. Go to [Settings](#) > **System**.
2. Touch **About phone** > **Phone number**.

### Find photos, videos, files

To find photos or videos on your phone, use the Photos app.

To find downloaded files, use the [Files app](#).

---

## Browse websites

### Visit and bookmark websites

Your phone connects to your carrier's mobile network or to a Wi-Fi network to access the Internet. To save data charges on your mobile plan, [use a Wi-Fi connection](#).

1. [Open](#) the  **Chrome** app.
2. Go to a site by touching the bar at the top and typing the address.

3. On a web page:

- To bookmark it, touch  > .

Or, touch  > **Add to Home screen** to put a [shortcut](#) on your Home screen.

- To search for text on that page, touch  > **Find in page**.
- To open a link, touch it.
- To see options for opening a link in a new tab and copying or sharing a link, touch and hold the link.
- To print the page, touch  > **Share** > **Print**. If you don't see your printer listed, [set up your print service](#).

4. To return to the previous page, touch .

To learn more about browsing or managing bookmarks, open Chrome and touch  > **Help & Feedback**.

## Open and switch browser tabs

In the  **Chrome** app:

- To switch tabs, touch the switcher icon .
- To open a new tab, touch the switcher icon , then touch .

## Browse privately with incognito tabs

If you don't want Chrome to remember your activity, use incognito tabs.

To open a new incognito tab with one touch from your Home screen, [add a task shortcut](#):

1. Touch & hold .
2. Drag  to a blank space on your Home screen.

To close all incognito tabs:

1. Swipe the [status bar](#) down.
2. Touch .

## Clear browsing history

1. [Open](#) the  **Chrome** app.
2. Touch  > **History**.
3. Touch **CLEAR BROWSING DATA**.  
To learn more, [read Google's help](#).

You can also [review and delete your search history](#).

## Change default browser

You can [download](#) other browsers from Play Store. After you've installed one, you can make it your default browser.

1. Go to [Settings](#) > **Apps & notifications**.
2. Touch **Default apps** > **Browser app**.  
Or touch **Advanced** > **Default apps** > **Browser app**.
3. Touch the app to use.

---

## About text and multimedia messages

### Text messages - SMS

SMS (Short Message Service) messages contain text only. One text message can contain 160 characters; when you near the limit, a counter appears. If you type more, your message is sent in a series of SMS messages.

You can send one SMS message to multiple people, and replies are delivered in separate, not group, conversation threads (unless you and your recipients have group messaging enabled).

SMS messages are included in most carriers' text messaging plans and do not use mobile data.

### Multimedia messages - MMS

MMS (Multimedia Messaging Service) messages can include unlimited text plus a photo, picture slideshow, video or sound file.

You can send one MMS message to multiple people using group messaging, containing text only or text and media, and replies are delivered in group conversation threads to each person in the group.

MMS messages use mobile data and require a mobile data plan or pay-per-use payment.

### Group messaging

Group messaging lets multiple people carry on a group conversation. All replies from recipients are delivered to all recipients, in a group conversation thread.

Though you send one message to multiple recipients, you are charged for each message received. Group messaging:

- Converts multiple-recipient SMS messages to MMS for all who can receive them
- Is available for MMS messages only

**Note:** Recipients who cannot receive MMS messages receive SMS messages instead and, if media is attached, a link to download it over Wi-Fi (when offered by carrier). Replies are to the sender only, in an individual conversation.

If you don't want to receive replies in group conversations, you can [turn off group messaging](#) in the Messages app.

---

## Read, send messages

### Read and reply to a message

When you receive a text message with the  Messages app, you'll see  in the [status bar](#).

1. Swipe the status bar down and touch .
2. To respond, type in the text box and touch .

## 3. Optionally:

- to open an attached photo or file, touch it.
- to [save an attachment](#), touch and hold it, then touch  > **Save**.
- if the message is important, [star it so you can find it later](#).
- If the message is from an unassigned number, [create a contact](#) to associate a name with that number.

**Tips:**

- You can [control message notifications](#), changing the sound or turning them on/off.
- If you don't want multi-recipient SMS messages converted to MMS and want replies sent in separate conversations (threads) to you only, [turn off group messaging](#).
- To protect your privacy, you can [hide sensitive content for lock screen notifications](#).

## Send a message

1. [Open](#) the  **Messages** app.
2. Touch .
3. Enter recipients, then type the message.
4. Optionally:
  - To [add an attachment](#), touch  or .
  - To add a smiley or other icons, touch  on the [on-screen keyboard](#).
  - If you're using two SIMs and want to switch to the other to send the text, touch  and select the SIM.
5. Touch .

## Tips for sending messages:

- To text your best friend with one touch from your Home screen, [add a task shortcut](#). Press and hold  and drag  to your Home screen.
- To [change the text message reply to incoming calls](#), open the  Phone app and touch  > **Settings** > **Quick responses**.

## Add or save attachments

**Add attachment**

1. In the  **Messages** app, compose a [reply](#) or a [new message](#).

2. Do one of the following:

- Touch & hold  to start recording a voice message. When you're done, lift your finger.
- Touch  to attach a photo or video or capture a new one. Touch  to expand the viewfinder to full screen, where you can switch to a selfie camera  or capture a video.
- Touch  for other types of attachments (emoji, GIF, your location, contacts).

3. Touch .

If you're having trouble attaching files, check that:

- [mobile data is turned on](#).
- Your data plan supports MMS (multimedia messages).

### Save the attachment you received

In the message, touch & hold the attachment, then touch  > **Save**. Or, touch the attachment to open it and look for save options.

If you don't save an attached photo or video, it is kept within the message only. So, if you delete the message, you also delete the attachment. (You can try to [recover recently deleted messages](#).)

### View saved attachments

For photos or videos, [open](#) the Photos app and touch **Library**.

For other attachments, open the Files app.

## Manage drafts

When you begin composing a text message reply or a new message with recipients, it is saved in your message list as a draft until you send or delete it.

1. Open the message list and touch the conversation marked **Draft**.
2. Do one of the following:
  - Finish composing the message and touch .
  - Delete the characters in the text field to delete the draft.

## Forward a message

1. [Open](#) the  **Messages** app.
2. Open the conversation.
3. Touch & hold the message.
4. Touch  > **Forward**.

## Copy text from a message

1. [Open](#) the  **Messages** app.
2. Open the conversation.
3. Touch & hold the message.

4. Touch .

You can now [paste](#) it elsewhere, like in an email you're [composing](#).

---

## Manage, delete messages

### Keep track of important messages

To access your important messages and conversations in the  Messages app:

☆ star messages you want to find later.

 pin up to 3 conversations to keep these groups of messages at the top when you open the app.

#### Pin/unpin conversations

To pin a conversation:

1. [Open](#) the  Messages app.
2. in your conversation list, touch & hold the conversation
3. Touch .

To unpin a conversation, touch & hold it, then touch .

#### Star messages

1. open the conversation that has the message you want to star.
2. Touch & hold the message.
3. Touch .

To remove a star, on the message, touch .

#### Find starred messages

To find starred messages across all conversations, go to the top of your conversation list and touch  > **Starred**.

To find starred messages within a specific conversation, open the conversation and touch  > **Starred**.

### Delete or archive texts

When you delete a message, you also delete any attached photos or videos. If you want the attachments, be sure to save them before deleting the message.

- To delete a single message, open the conversation (thread) and touch and hold the message, then touch .
- To delete or archive all messages in a conversation, touch and hold the conversation, then touch  to delete or  to archive.
- To delete or archive multiple conversations, touch & hold the first conversation, then touch the other conversations to select them, and touch  or .

- To see archived messages, touch  > **Archived**.

## Control notifications for text messages

If you use the Messages app:

1. [Open](#) the  **Messages** app.
2. Touch your profile icon  > **Messages settings**.
3. If you have dual SIMs, touch **General**.
4. Touch **Notifications** and:
  - Turn notifications on or off
  - Change the sound
  - Add or remove vibration

If you use a different messaging app:

1. Touch & hold the app's icon.
2. Touch  **App info** > **Notifications**.
3. Make changes.

**Tip:** in your phone settings, you can [prevent interruptions](#) by restricting text message notifications during hours you specify or from specific people.

## Request text delivery reports

See whether recipients receive your messages by requesting delivery reports.

1. [Open](#) the  **Messages** app.
2. Touch your profile icon  > **Messages settings**
3. If you have dual SIMs, touch the SIM.  
If you have one SIM, touch **Advanced**.
4. Turn on **Get SMS delivery reports**.

## Turn group messaging on or off

Group messaging allows conversation participants to reply to all recipients in a single thread. If you do not want multi-recipient SMS messages converted to MMS and want replies sent in separate threads only to you, turn off group messaging.

*This feature is not available in all countries.*

To adjust the group messaging setting:

1. In the  Messages app, touch  > **Settings**.
2. If you have dual SIMs, touch the SIM.  
If you have one SIM, touch **Advanced**.

3. Touch **Group messaging** and select an option.
- 

## Change default messaging app

You can [download](#) additional messaging apps from Play Store. After you've installed one, you can make it your default messaging app.

To select a different app to send and receive text (SMS) and multimedia (MMS) messages:

1. Go to [Settings](#) > **Apps & notifications**.
  2. Touch **Default apps** > **SMS app**.  
Or touch **Advanced** > **Default apps** > **SMS app**.
  3. Touch the app to use.
- 

## Change text message reply to incoming calls

When your phone rings, you can drag  towards  to see a list of quick responses you can send by text message instead of [answering the call](#).

To edit these quick responses:

1. Touch .
  2. Touch  > **Settings**.
  3. Touch **Quick responses**.
  4. Touch one of the responses to edit it.
- 

## Get text messages on your computer

### Set up Device Pairing

If you use the  Messages app on your phone, you can see and send text messages on your computer.

Pair your computer and the  Messages app on your phone by scanning a QR code:

- The QR code is unique to that computer.
- You can set up multiple computers, getting individual QR codes, but only one is active at a time.

To set up a computer:

1. Be sure your phone and computer are connected to the Internet.
  2. On your phone, [open](#) the  **Messages** app and touch  > **Device Pairing**.
  3. On your computer, go to <https://messages.google.com/web>.
  4. Follow onscreen instructions to scan the QR code on the webpage with your phone.
- Once paired, you'll see your latest conversations in your computer's browser.

## See and send messages

When you have unread messages, you'll see a red notification and number of unread messages in the browser tab on your computer.

To send messages from your computer, your phone must be on and connected to the Internet.

Usual carrier fees for sending text messages from your phone also apply to messages sent from your computer.

## Sign out of Device Pairing

If you don't use Messages on a paired computer for 14 days, you're automatically signed out from that computer for security reasons.

If you're using a shared or public computer, sign out when you're done.

To sign out from your phone:

1. [Open](#) the  **Messages** app.
2. Touch  > **Device Pairing**.
3. Do one of the following:
  - Touch  next to an individual computer to sign out of it.
  - Touch **Unpair all devices**.

To sign out from the computer, at the top of the message list, select  > **Unpair**.

## Read, send, manage emails

### Read email

If you've [set up email](#), you'll start receiving emails after your account [syncs](#) with your phone. When you receive an email [notification](#), you'll see  in the [status bar](#).

1. To open email from a notification, swipe the status bar down and touch the notification:

- A single email notification opens the message directly.
- A multiple email notification opens the email list; touch an email to open it.

If you dismiss the notification and want to view the email later, [open](#) the **Gmail** app.

2. Do any of the following:

- To view other folders, touch  from your email list.
- Attachments appear at the end of the email. You can [view or save](#) them.
- you can [print](#) emails from your phone.

### Reply to or forward an email

1. Touch  to reply to the sender. Or swipe to the end of the email and touch  to reply to all recipients or  to forward.
2. Enter your message.
3. To copy someone on the email, in the To field, touch .
4. Touch .

### Send new email

1. [Open](#) the **Gmail** app and touch **Compose**.  
Or, press and hold , then touch **Compose**. (If you send lots of emails, [add a task shortcut](#). Drag  **Compose** to your Home screen.)
2. Enter the recipient and your message.
3. To copy someone on the email, in the To field, touch .
4. Touch .

### Add attachment to email

1. In the email you're composing, touch  > **Attach file** to add a file stored on your phone, or attach one saved on [Drive](#).
2. Browse to the file and touch it to add it to the email. The attachment appears at the bottom of the email.

## Find emails

When you open the Gmail app, you see your Inbox.

To view sent email, drafts, recently deleted email and other categories, touch .

To search for emails, at the top of your email list, enter terms such as the topic or the sender's name.

## Delete emails

To delete an open email, touch .

To delete multiple emails, go to your email list, touch & hold the first message, then touch the other messages to select them, and touch .

To delete large quantities of email, sign in to your email account on your computer, and see your email provider's help for more information.

### Tips:

- To delete [attachments](#) that you saved from emails, use the Files app.
- You can also [remove](#) email accounts from your phone.

## Learn more

For more help with Gmail, read [Google's support information](#).

For help managing email from other providers, sign in to your email account on your computer and look for the provider's instructions.

---

## View email attachments

### View attachments

Attachments appear at the end of an [email](#).

To view or play the attachment, touch it.

If you see a message for which you can't open the attachment type, most file types have a free viewer that you can use. In Play Store, search for the file type, then select and [download an app](#).

### Save attachments from email

In the email, touch  on the attachment to download and save it to your phone or touch  to save it in Drive.

To view attachments later, open the [Files](#) app (go to Download) or the **Drive** app.

### Delete attachments saved from email

1. [Open](#) the **Files** app.

2. Touch **Browse > Downloads**.
3. Do one of the following:
  - to select one item, touch & hold it.
  - To select multiple items, touch & hold the first one, then touch the others.
4. Touch .

## Prevent previews of attachments

Attached photos or videos appear as thumbnails, showing a preview.

To see a generic thumbnail instead of a preview thumbnail until you open the file:

1. [Open](#) the **Gmail** app.
  2. Touch  > **Settings**, then touch the account name.
  3. Touch **Images > Ask before displaying external images**.
- 

## Preview inboxes from the Home screen

To preview your inboxes, open emails or quickly start a new email, [add](#) the Gmail widget to your Home screen.

With the widget, you can:

- **Open a message.** Touch the message.
  - **Compose a message.** Touch .
  - **View more messages.** Scroll down the list.
  - **Open the app.** Touch the folder name at the top of the widget.
- 

## Add email signature

To add a signature automatically to the end of emails you [send](#):

1. [Open](#) the **Gmail** app.
  2. Touch  > **Settings**.
  3. Select the account.
  4. Touch **Mobile Signature** and edit the text you want to appear at the end of every email.
- 

## Control email notifications

You can control whether you see notifications when you [receive an email](#).

1. Touch & hold .

2. Touch ⓘ > **Notifications**.
3. Adjust notification settings.

**Tip:** To automatically silence notifications during hours you specify, use [Do Not Disturb](#).

---

## About the calendar

Keep track of upcoming events and get automatic reminders on your phone with your calendar. Google calendars let you save all your events in one place, which is secure, synced and accessible from any web-enabled device or computer when you've signed in to your account.

You can:

- [Review existing events.](#)
- [Create new events.](#)
- [Control notifications for events.](#)

Your calendar can automatically create new events based on your incoming Gmail messages. For example, if you make restaurant reservations or book a flight, these events will show up automatically on your calendar; you don't have to add them.

If you created multiple calendars within your [Google account](#), or if you have multiple Google accounts on your phone, you can control which events are [synced](#) with your phone.

---

## Find calendar events

### Open calendar events

You'll see  in the [status bar](#) to alert you of upcoming events. Just swipe the status bar down and touch the notification to see the event details in your calendar.

To see your list of upcoming events, [open](#) the Calendar app.

**Tip:** For an overview of your upcoming events from your home screen, [add](#) a Calendar widget.

## Find your way around the calendar

To glance at the month view:

1. Touch the month's name.
2. Touch a date to jump to it and see its events.

To change the view:

1. In your calendar, touch .
2. Touch **Schedule**, **Day**, **3 days**, **Week** or **Month**. This view remains the default until you change it.

From these views, you can:

- **Read or edit event details.** Touch the event to open it and touch  to edit it.
- **Add new events.** Touch .
- **Search your calendar.** Touch .

## Create and manage events

### Create calendar events

As you're creating an event, you'll see suggestions for the event titles, locations, people and more. In some cases, these suggestions are personalised based on information associated with your Google account and your previously created events.

1. [Open](#) the **Calendar** app and touch  > **Event**.

Or, press and hold , then touch **New event**. (If you create lots of events, [add a task shortcut](#). Drag  **New event** to your Home screen.)

2. If you have multiple accounts, touch the account for the calendar you want.
3. Enter the start time and other details.
4. If you want a reminder to be sent to your status bar, touch **Add notification** and select how long before the event you want a reminder.
5. Touch **Save**.

### Edit or delete calendar events

1. Touch an event to open it.
2. Do any of the following:
  - To edit it, touch .
  - To delete it, touch  > **Delete**.

### Control which events are shown

To temporarily hide calendar events for a Google account that you don't need to see all the time:

1. [Open](#) the **Calendar** app and touch .
2. Beneath the account name, touch **Events**. If you have multiple calendars for that account, touch the name of each calendar to hide its events.

**Tip:** When you hide events, the calendar still [syncs](#) with your Google [account](#). To prevent that account's calendar from automatically syncing, from the home screen go to [Settings](#) > **Accounts**.

To exclude automatically-generated events created from Gmail (for events such as flight bookings and restaurant reservations):

1. [Open](#) the **Calendar** app.
2. Touch  > **Settings** > **Events from Gmail**.
3. Under the name of the account, turn **Show events from Gmail** off .

To learn more, open Calendar and touch  > **Help & Feedback**.

---

## Control notifications for calendar events

1. Touch & hold the  app icon.
2. Touch  > **Notifications**.
3. Adjust notification settings.

If you have [assigned a ringtone](#) for the notification but you silence your phone, your phone won't play the ringtone.

**Tip:** To automatically silence notifications during hours you specify, use [Do Not Disturb](#).

## Set alarms

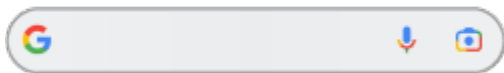
### Set alarm by touch

1. [Open](#) the **Clock** app.
2. Touch .
3. Adjust alarms:
  - To create a new alarm, touch .
  - To use an existing alarm, switch it on.
  - To change an alarm's sound, schedule or label, touch .
4. To control general alarm settings, such as alarm volume and snooze duration, touch  > **Settings**.

**Tip:** Your phone must be powered on for the alarm to activate.

### Set alarm by voice

1. If you've set up [Voice Match](#), say 'Hey Google' or touch  on the Google Search widget.



2. When prompted to speak, say your command. For example: 'Set alarm for 7:45 p.m., label, switch the laundry' or 'Wake me up at 7 a.m. tomorrow.'

Your phone sets the alarm and provides a confirmation.

### When an alarm is set

You'll see  in the [status bar](#) and on your [lock screen](#).

To adjust it, [open Quick settings](#) and touch the alarm time.

### Delete an alarm

1. [Open](#) the **Clock** app.
2. Touch .
3. Touch  > .

## Use timer or stopwatch

### Use timers

You can set multiple countdown timers with labels to keep track:

1. In the Clock app, touch  for the Timer tab.
2. Enter the time to count down.
3. Touch .
4. Do any of the following:
  - To pause the countdown, touch .
  - To add a label to the timer, touch the current name and change it (helpful when using multiple timers).
  - To add a minute to the countdown, touch **+ 1:00**.
  - To reset the counter to the original time, touch .
  - To add a timer, touch .
  - To delete a timer, touch .
  - To change the timer's sound, touch  > **Settings** > **Timer sound**.
  - If you leave this app, quickly return to it by swiping the status bar down with one finger to see the timer notification and remaining time. To open the timer, touch the notification.

**Tip:** If you use timers frequently, [add a task shortcut](#). Press and hold , then drag **Create new timer** to your Home screen.

### Use a stopwatch

Record your time.

1. In the Clock app, touch  for the Stopwatch tab.
2. Touch .
3. Do any of the following:
  - To pause the stopwatch, touch .
  - To record laps (or multiple durations) while the stopwatch is running, touch .
  - To reset the counter to zero, touch .
  - If you leave this app, quickly return to it by swiping the status bar down with one finger and touching a control. To open the stopwatch, touch the notification.

**Tip:** If you use stopwatches frequently, [add a task shortcut](#). Press and hold , then drag **Start stopwatch** to your Home screen.

## "Set date and time"

### Change time format

1. Go to [Settings](#) > **System** > **Date & time**.
2. To change how times are displayed:
  - To use military time such as 13:00, turn **Use 24-hour format** on .
  - To use 12-hour format such as 1:00 PM, turn **Use 24-hour format** off .

### Set date and time automatically

1. Go to [Settings](#) > **System** > **Date & time**.
2. Turn **Automatic date & time** and **Automatic time zone** on .

Your phone automatically syncs with the local time (using the mobile network). The local time is used for alarms and is displayed on the lock screen and other displays.

### Set date and time manually

1. Go to [Settings](#) > **System** > **Date & time**.
2. Turn **Automatic date & time** off .
3. To make corrections, touch **Set date** and **Set time**.

### Switch time zones

1. Go to [Settings](#) > **System** > **Date & time**.
2. Turn **Automatic time zone** off .
3. Touch **Select time zone**. Then choose a regional time zone (which is applied to the current time).

### Show multiple time zones

You can view multiple time zones in the Clock app, so you can co-ordinate plans with friends and colleagues in other cities or stay in touch with family back home when you're travelling.

1. [Open](#) the **Clock** app and touch .
2. To add time zones, touch , then select cities in the time zone you want to view.

### Show home time zone

When travelling, you can view your home time zone in the Clock app.

1. [Open](#) the **Clock** app and touch .
2. Touch  > **Settings**.
3. Turn **Automatic home clock** on .

## About the Moto app

The Moto app groups together features and settings that help you customise the way your phone looks, sounds and behaves. Several of these features are available only on Motorola phones.

### Turn Gestures on/off

Perform everyday tasks with quick motions.

You turn each gesture on/off independently.

Touch 'Learn more' links to learn how to use and turn gestures on/off.

- Use three fingers to take a screenshot. [Learn more.](#)
- Make a karate chop motion to turn the torch on or off. [Learn more.](#)
- Twist your wrist twice quickly to open the camera from any screen. [Learn more.](#)
- Remove the  navigation icons and use gestures with the navigation bar instead. [Learn more.](#)
- Use the Volume buttons to switch tracks when listening to music. [Learn more.](#)
- Swipe to shrink screen for one-handed use. [Learn more.](#)
- Place your phone face down on a surface to start Do Not Disturb mode. [Learn more.](#)
- Pick up your ringing phone to silence it and switch to vibrate. [Learn more.](#)

### Other settings

- See what's going on while your screen is off. Notification icons quietly appear and disappear on the screen, giving you a peek at notifications while using very little power. [Learn more.](#)
- Keep your screen on while you're looking at it with Attentive display. [Learn how.](#)
- Enhance sound with Moto Audio. [Learn how.](#)
- Silence the 'Hello Moto' greeting during startup. [Learn how.](#)

To find information about different settings, touch  above.

---

## Shrink screen for one-handed use

You can temporarily shrink your screen to make it easier to use with one hand.

To enable this gesture:

1. [Open](#) the **Moto** app.
2. Touch  > **Moto Actions**.
3. Touch **Swipe to shrink** and turn it on .

To shrink any screen, swipe from the centre down to the bottom left or right corner of the screen.

To return to a full-size screen, touch anywhere in the black area around the small screen.

## Use phone hands-free

### About hands-free mode

When you're driving, using a headset or at a designated place, let Moto Voice:

- Announce callers (for people who are contacts on your phone).
- Read text messages aloud (for people who are contacts on your phone).

### Drive hands-free

1. [Open](#) the **Moto** app and touch  > **Moto Voice**.
2. Touch **Talk to me** and turn **Driving** on .

Moto Voice uses your phone's accelerometer and location data to determine whether you're driving.

**Tip:** If readout is inconsistent, open the **Moto** app and touch  > **Moto Voice** > **Talk to me** > **MORE OPTIONS** and turn **Audio troubleshooting** on .

### Use connected headset hands-free

1. Connect your wired or [Bluetooth](#) headset.
2. [Open](#) the **Moto** app and touch  > **Moto Voice**.
3. Touch **Talk to me** and turn **Headset** on .

### Go hands-free at a place

1. [Open](#) the **Moto** app and touch  > **Moto Voice**.
2. Touch **Talk to me**.
3. Do one of the following:
  - Touch **Add a place**. To modify the location, touch . When the location is correct, touch . Turn the place on .
  - To use a place previously set up, turn it on .

### Turn off hands-free mode

To stop voice readout temporarily, say 'Stop'. Your settings resume when the next message arrives.

If you are a passenger or riding a bus or train, you can view the  notification and touch  > **Not now**. Your settings resume the next time you drive.

To stop readout at a place, do one of the following:

- View the  notification and touch ▾ > **Not now**. Hands-free mode resumes the next time you are at that place.
  - Turn off that place. Hands-free mode does not resume until you turn the place on again.
- 

## Preview notifications when screen sleeps

### About Moto Display notifications

When your screen is off, battery-friendly notifications fade in and out, lighting only the pixels needed and showing notifications delivered since you last woke your screen. You can select which apps show notifications and limit content to control your privacy.



These notifications aren't displayed:

- When the phone is in your pocket or purse
- When the phone is lying face down
- When you are on a call
- When [Do Not Disturb](#) is on

### Respond to Moto Display notifications

#### Check for notifications

If you haven't seen activity for a while, to wake your phone, bump it.

#### View more and take action

For more details and notifications, drag an app icon up or drag it to . Then:

- To respond, drag the app icon to an action, such as reply  or archive .
- To dismiss, drag the app icon to **Dismiss**.

### Change Moto Display settings

1. [Open](#) the **Moto** app.
2. Touch  > **Moto Display** > **Peek display**.

3. Do any of the following:

- For more privacy when the screen is locked, touch **Level of details to show**.
- To allow text or voice replies from the Moto Display screen without unlocking the phone, turn **Quick Reply** on .
- To stop specific apps from showing these notifications, touch **Block apps** >  and touch the app's name.

## Stop Moto Display notifications

1. [Open](#) the **Moto** app.
2. Touch  > **Moto Display**.
3. Turn **Peek display** off .

To restart the notifications, turn Peek display on .

---

## Share photos and videos

You can wirelessly share one, multiple or all items from any Photos view, sending them as email or message attachments, uploading to the cloud or using device-to-device connections such as Bluetooth.

In addition to sharing wirelessly, you can [transfer photos to your computer](#) with a USB connection. You can also [move photos](#) from internal memory to SD card.

To share wirelessly:

1. [Open](#) the  **Photos** app.
2. Navigate to the thumbnail of the item that you want to share.
3. Select the item to share:
  - To select one item, touch & hold its thumbnail.
  - To select multiple items, touch & hold the first thumbnail, then touch the others to select them.

**Tip:** To clear all selections, touch  at the top of the screen next to the number selected.

4. Touch  and select the [way you want to share](#).
- 

## Upload photos and videos

### Back up automatically

1. [Open](#) the  **Photos** app.
2. Touch your profile icon  > **Turn on backup**.

You can [change back up settings](#) any time.

### Adjust back up settings

To adjust settings for your automatic backups:

1. [Open](#) the  **Photos** app.
2. Touch your profile icon  > **Photos settings** > **Backup**.
3. Adjust settings as needed:
  - To choose high quality or original size for uploads, touch **Backup quality**.
  - To back up items in your Download, Screenshots and third-party app folders, touch **Back up device folders**.
  - To back up items over your mobile network, touch **Mobile data usage**, then adjust options for photos, videos and roaming.

## Back up manually

1. Open the  **Photos** app.
2. Open the photo or video.
3. On the photo or video, touch . (Swipe up if you don't see .)

## View your backed up photos and videos

From your phone, open the  Photos app.

From your computer, sign in to [photos.google.com](https://photos.google.com).

## Manage your storage

1. Open the  **Photos** app.
2. Touch your profile icon  > **Photos settings** > **Backup**.
3. Touch **Manage storage**.
4. View how many GB of storage you have used and approximately how much time your remaining storage will last. If you're running low, follow the onscreen instructions to get more storage.
5. To review and delete recommended photos:
  - a. Under **Review and delete**, touch a category (such as large photos and videos, blurry photos or screenshots).
  - b. Touch & hold an item to delete, then touch others to include them.
  - c. Touch .

## More help

To learn more, [read Google's help](#).

## Add contacts

### Add contacts automatically

When you [add an account](#) to your phone, the contacts for that account are available on your phone automatically.

### Add contact with Contacts app

1. [Open](#) the  **Contacts** app.
2. Touch .
3. If you're using more than one account, the account that will be [synced](#) with your new contact appears at the top. To change accounts, touch .
4. Touch a text box to type the name and details. Fill in as much or as little information as you like.

#### Tips:

- To add a photo, touch . Choose a photo you've saved or take a photo and crop it.
- You can assign a [custom ringtone](#) for calls from that contact.
- If you have multiple [accounts](#) on your phone and want to change the default account for new contacts, in the  **Contacts**, touch your profile icon  >  > **Default account for new contacts**.

5. Touch **Save**.

### Add contact from text message

You can easily create a new contact or add a new number for an existing contact when you receive a text message from an unassigned number.

1. [Open](#) the  **Messages** app.
2. In the message list, touch & hold the number, then touch  > **Add contact**.
3. Touch .
4. Do one of the following:
  - To add to an existing contact, start typing the contact's name in the search field, then select it.
  - To set up a new contact, touch **Create a new contact** and add contact details.
5. Touch  or **Save**.

### Other ways to add contacts

- [Save a recent call as a contact](#).
- Have someone send you a [name card](#).

- Have someone beam you the contact with [NFC](#).
- 

## Edit or delete contacts

### Edit contacts

After creating a contact, you can change the name, photo and other contact information.

1. [Open](#) the  **Contacts** app.
2. Touch the person's name.
3. Adjust settings as needed:
  - To [assign a custom ringtone](#), touch  > **Set ringtone**.
  - To edit contact info, touch , then touch a field to make changes, touch  to change the photo, or touch  > **Discard** to undo changes.

### Merge contacts

If you have two contacts for the same person, you can merge the information (including all emails and phone numbers) into a single listing.

#### Automatically merge contacts

1. [Open](#) the  **Contacts** app.
2. Touch .
3. Touch .
4. Touch **Merge duplicates**.

If you don't see this option, contacts can't be automatically merged.

5. Select Options to merge one or all duplicates.

#### Merge contacts manually

1. [Open](#) the  **Contacts** app.
2. Touch & hold the primary contact to merge.

By default, this contact's name is used for the new listing.
3. Touch the second contact.
4. Touch  > **Merge**.

**Tip:** You can edit the primary contact name (for the merged listing), or delete or change other contact information as needed.

## Delete contacts

You can delete contacts created and stored on your phone. If the contact is synced from a social network account, you need to delete the contact in that account. For example, a Facebook contact must be deleted from within your Facebook account. Or, hide Facebook contacts on your phone by [filtering your contact list](#).

### Delete one contact

1. [Open](#) the  **Contacts** app.
2. Touch the person's name.
3. Touch  > **Delete** and confirm the deletion.

### Delete multiple contacts

1. [Open](#) the  **Contacts** app.
  2. In your contacts list, touch & hold the first contact.
  3. Touch the other contacts to delete.
  4. Touch .
- 

## Star your favourite contacts

Contacts you mark as favourites appear at the top of the list in the Contacts app and on the  tab in the Phone app.

To add someone to your favourites:

1. Touch the contact icon (photo or other icon).
  2. Touch .
- 

## Sort contacts

### Sort contacts in Contacts app

1. [Open](#) the  **Contacts** app.
2. Touch your profile icon  > .
3. Set options:
  - To sort by first or last name, touch **Sort by**.
  - To list names with first name first or last name first, touch **Name format**.

### Sort contacts in Phone app

1. [Open](#) the  **Phone** app.

2. Touch  > **Settings** > **Display options**.
3. Set options:
  - To sort by first or last name, touch **Sort by**.
  - To list names with first name first or last name first, touch **Name format**.

## Narrow which contacts are shown

In the Contacts app, you can narrow which contacts are shown. These changes don't affect which contacts are shown in the Phone app.

In the  **Contacts** app:

- To show contacts from only one account or from all accounts, touch your profile icon , then select the account(s).
- To limit the contacts that are shown from your account, touch  > **Customise view**.

In the  **Phone** app, use the  tab to see only contacts you call frequently or have [starred as favourites](#).

To remove contacts from this tab, touch  on the contact, then touch .

## Share contacts

### Ways to share contacts

You can [share one](#) or [all contacts](#) by sending a name card file (.vcf).

You can also share a contact's information as a text message attachment.

Or, just touch your phones together and beam the contact information with [NFC](#).

### Share one or a few contacts

1. [Open](#) the  **Contacts** app.
2. Touch & hold a name to select it, then touch others to select more.
3. Touch .
4. Select the [way to share](#).

### Export all contacts

1. [Open](#) the  **Contacts** app.
2. Touch  > .
3. If you use more than one account, select the account.
4. Touch **SAVE** to save it in your Downloads folder.
5. Open the **Files** app.

6. Go to **Downloads**.
7. Touch & hold the file.
8. Touch .
9. Select the [way to share](#).

## Receive a name card file

1. When someone sends you a name card file, you'll see a file transfer notification. Touch the [notification](#) and accept the file transfer.
2. Touch the name card file (.vcf) to open it and add the person to your contacts.

## Answer calls

### Answer incoming call

When you receive a phone call, the Incoming call screen shows the caller ID. If you miss a call, you'll see  in the [status bar](#).

To answer an incoming call:

- On the Incoming call screen, touch **Answer**.
- On the [lock screen](#), swipe  up to answer a voice call or swipe the caller's icon/picture up to answer a video call.

During a call, you can use the keypad to enter numbers or codes, use speakerphone or a paired Bluetooth device and add other people to the call. [Learn more](#).

**Tip:** You can [save a recent call as a contact](#).

### Screen calls before answering

*This feature is available only in the US and in Canada.*

Google Assistant can greet an unknown caller, ask their name and reason for calling and show you a real-time transcript of the conversation so you can accept or reject the call.

1. When a call comes in, touch **Screen call**.

Google Assistant answers and screens the call. You'll see the caller's replies on screen in real time.

To hear the caller's replies instead of reading the transcript, press the volume up key and put the phone to your ear.

2. Choose how to handle the call:

- Touch an automatic reply  to get more information or let the caller know you're busy.
- Touch  to connect the call.
- Touch  to hang up.
- Touch **Report as spam** to reject the call and have Google mark it as spam.

For more information, in the  Phone app, touch  > **Settings** > **Call Screen** > **Learn more**.

### Dismiss incoming call

If you don't want to talk to the caller, you can:

- **Divert the call to voicemail.** On the Incoming call screen, touch **Dismiss**. Or, on the lock screen, press the Power button. You can also automatically divert all calls from a specified number to voicemail.
- **Respond with a text message.** On the lock screen, touch . You can [customise](#) these default messages.
- **Block all calls from that number.**

## Control ringtones and notifications

You can:

- **Quickly silence the ringer.** Press Volume Down on the side of the phone.
- **Silence ringtones during hours you specify.** Use [Do Not Disturb](#).
- **Choose a unique ringtone for specific people.** You'll know instantly who's calling.
- **Get notified of incoming calls when you're on a call.** Set up [call waiting](#).
- **Set the number of rings before sending a call to voicemail.** [Dial into voicemail](#), then follow your carrier's prompts to change this setting.

## Fix an issue

If your phone isn't ringing for incoming calls, look for  in your status bar. [Open quick settings](#) and turn  Do Not Disturb off. Your phone will ring for incoming calls. Check your [settings](#) to make sure that your phone is screening calls at the appropriate times.

If you're having other issues, [try these troubleshooting steps](#).

---

## Make calls

### Make a call

1. Touch .
2. Touch  and enter a number.
3. If you enter a wrong number, touch .
4. Touch  to call the number.
5. To hang up, touch .

### Other ways to make calls

You can place calls from:

- The  Phone app
- The  Contacts app
- Other apps that show contact information. Wherever you see a phone number, you can usually touch it to dial.

### Return a recent call

In the  Phone app, touch , then touch  next to the number.

**Tip:** You can [save a recent call as a contact](#).

### Dial a ☆ favourite contact

In the  Phone app, touch  to see your [favourites](#), then touch the contact.

In the  Contacts app, at the top of the list under , touch the contact.

### Dial by contact lookup

1. Open the  Phone app and touch .  
Or open the  Contacts app.
2. In the  search field, start typing the name to select from matches.
3. Touch the contact name, then touch  next to the number to call.

**Tip:** To call frequent numbers with one touch from your home screen, [add a Direct dial widget](#).

### Dial by voice

[Use a voice command](#).

## Change default calling app

You can [download](#) additional calling apps from Play Store. After you've installed one, you can make it your default calling app.

1. Go to [Settings](#) > **Apps & notifications**.
2. Touch **Default apps** > **Phone app**.  
Or touch **Advanced** > **Default apps** > **Phone app**.
3. Touch the app to use.

## Fix an issue

If you can't make calls, [try these troubleshooting steps](#).

## During a call

### Adjust sound during call

While listening, you can:

- [Adjust the volume](#). Use the Volume button on the side of the phone.
- **Switch between earpiece, loudspeaker, or connected Bluetooth device.** Touch .
- [Use a paired Bluetooth device](#). Touch  to use or stop using the device.
- **Mute your microphone.** Touch . You can hear the caller but they can't hear you.

## Enter a number

Touch  on the call screen to use the numeric keypad.

## Use other apps

When you hold your phone to your ear, the screen goes dark to avoid accidental touches. To wake it up, move it away from your ear or press the Power button.

To hide the call and use other apps, touch .

To return to the call, swipe the [status bar](#) down and touch **On-going call**.

## Answer call waiting

If [call waiting](#) is active and a new call comes in, you can answer it. Touch **Hold and answer as voice**. The first call is put on hold.

To switch between calls, touch .

To merge the calls, touch .

## Record calls

For security and privacy reasons, your phone's Android version doesn't allow call recording.

## End the call

Touch .

Or, swipe down from the top of any other screen to view the call notification, and touch **Hang up**.

---

# Make video calls

## Make video call with Meet app

Meet lets you video call anyone in your contact list who also uses Meet. Android users can get it from Play Store and iPhone users can download it from the iTunes App Store. The video calls are secure and cannot be seen by others.

To get started, [open](#) the Meet app and follow the onscreen instructions to set it up.

For more information, touch  > **Help & Feedback**.

## Get an app to make video calls

There are many video calling apps to choose from on Play Store, such as WhatsApp, Skype and more.

1. [Open](#) the **Play Store** app.
2. Search for 'video calls'.
3. [Download](#) the app you want to use.

---

## Make conference calls

To make a conference call:

1. [Call](#) the first person.
  2. To call the next person:
    - a. Touch .
    - This puts the first call on hold.
    - b. Enter the number.
    - c. Touch .
  3. To join the calls after the second person answers, touch .
- 

## Make calls over Wi-Fi

### About Wi-Fi calling

Some carriers support Wi-Fi calling to make and receive calls and text messages from locations where your mobile signal is poor or not available. Contact your carrier to confirm that they support Wi-Fi calling for your phone.

Calls and texts that are made over a Wi-Fi network use your existing mobile rate plan, even when roaming:

- Calls and texts to numbers in your home country are charged the same as your regular mobile calls.
- Calls and texts to international numbers are charged at international rates.

When connected to a Wi-Fi network, your phone automatically switches between mobile and Wi-Fi networks for calls and texts based on the signal strengths.

### Turn Wi-Fi calling on or off

If your carrier supports Wi-Fi calling, you need to turn it on.

1. Go to [Settings](#) > **Network & Internet** > **Mobile network**.
2. Touch **Advanced** > **Wi-Fi Calling**.

Depending on your carrier, the **Wi-Fi Calling** setting may be in your  Phone app at  > **Settings** > **Calls** (or **Advanced Calling**) > **Wi-Fi Calling**.

If you don't see this option, your carrier doesn't support this feature.

3. If your phone has dual SIMs, touch the SIM to set up for Wi-Fi calling.
4. Turn it on  or off .

## Make Wi-Fi call

1. Make sure that:
  - Wi-Fi Calling is on.
  - You're [connected to a Wi-Fi network](#).
2. [Make the call](#) as usual.

Depending on your carrier, you'll see a Wi-Fi calling icon in the status bar, start and end call buttons or the active call status indicator when your call is over a Wi-Fi network.

If you're not connected to Wi-Fi, calls use your carrier's mobile network.

## If Wi-Fi calling isn't working

If you're outside your carrier's network and want to use Wi-Fi calling instead of roaming on another carrier's network:

1. Go to [Settings](#) > **Network & Internet** > **Mobile network**.
2. If your phone has dual SIMs, touch the SIM set up for Wi-Fi calling.
3. Touch **Advanced** > **Wi-Fi Calling**.
4. Touch **When Roaming** and choose **Prefer Wi-Fi**.

Other reasons why Wi-Fi calling may not work:

- If you're in [aeroplane mode](#), a Wi-Fi call will drop when you lose your Wi-Fi connection.
- When travelling internationally, some carriers require turning on Wi-Fi Calling before leaving your home country.
- Some countries don't allow Wi-Fi calling and some carriers restrict Wi-Fi calling to and from certain countries. See your carrier for details.

---

## Turn call waiting on and off

When you're on a call and a new call comes in, the new call is sent to [voicemail](#). If you want to be notified of new calls instead, turn on call waiting.

**Note:** Some carriers automatically control call waiting. If you do not see this option on your phone, contact your carrier for more information.

To turn call waiting on:

1. [Open](#) the  **Phone** app.
2. Touch  > **Settings**.
3. Do one of the following:
  - If your phone has one SIM card, touch **Calls**.
  - If your phone has dual SIMs, touch **Calling accounts** and select the SIM.
4. Touch **Additional settings**, then turn **Call waiting** on .

When call waiting is on, if you're on a call and a new call comes in, you can answer it. The first call is put on hold. Touch  to merge the two calls.

To turn call waiting off, go to **Additional settings**, then turn **Call waiting** off .

---

## Block calls and texts

### About blocking

If you don't want to get calls or texts from a certain phone number, you can block it. When the number tries to contact you, your phone declines automatically.

You can still call or text a number you've blocked. But, you'll see **Blocked** on the listing in the Phone app and will get a warning in the Messages app, because you won't receive a response or a return call unless you unblock the number.

### Block a number

Use either app to block both calls and texts from a number.

From the  Phone app:

1. Touch .
2. Touch & hold a call from the number to block.
3. Touch **Block/report spam**.
4. If you don't want to report the number as spam to Google, remove the checkmark.
5. Touch **Block**.

From the  Messages app:

1. Touch & hold the conversation thread from the number to block.
2. Touch  > **Block**.

Or touch  (for numbers saved in your contacts).

3. If you don't want to report the call as spam to Google, remove the checkmark.
4. Touch **OK**.

### Block all numbers for a contact

1. Open the  **Contacts** app.
2. Touch the person's name.
3. Touch  > **Block numbers**.
4. If you don't want to report the call as spam to Google, remove the checkmark.
5. Touch **Block**.

On the contact screen, you'll see  next to the blocked numbers.

## Unblock a number

From the  Phone app:

1. Touch  > **Settings** > **Blocked numbers**.
2. Touch  by the number to unblock.
3. Touch **Unblock**.

From the  Messages app:

1. Touch  > **Spam and blocked**.
2. Touch the blocked conversation.
3. Touch **Unblock**.

From the  Contacts app:

1. Touch  > **Settings** > **Blocked numbers**.
2. Touch  next to the contact to unblock.

---

## View and delete call history

### See your call history

To see all recent calls:

1. Touch .
2. Touch .
3. You'll see one or more of these icons next to each call:

**Icon**

**Meaning**



Missed call (incoming)



Call you have answered (incoming)



Call you have made (outgoing)

4. To learn more about a call, touch it, then touch .

To see only your missed calls:

1. Touch .
2. Touch  > **Call history**.
3. Touch **Missed**.

## Save recent call as contact

You can save a number to make it easy to find and call back later.

To save a number:

1. Touch .
2. Touch .
3. Touch the number.
4. Do one of the following:
  - To add to an existing contact, touch **Add to a contact**.
  - To set up a new contact, touch **Create a new contact**. Add contact details.
5. Touch  or **Save**.

## Delete calls from history

**Caution:** There is no way to restore the history after you delete it.

To delete one call:

1. Touch .
2. Touch .
3. Touch the number.
4. Touch  **Call details**.
5. Touch .

To delete all calls:

1. Touch .
2. Touch  > **Call history**.
3. Touch  > **Clear call history**.

---

## Make emergency call from locked phone

In an emergency, you don't need to unlock your phone to dial an emergency number (for example, 911 in the US or 112 in Europe).

To dial an emergency number from a locked screen:

1. Swipe up on the lock screen.
2. Touch **Emergency** to see the dialler.
3. Enter the emergency number for your region and touch .

When you make an emergency call, [Emergency Location Service](#) automatically sends your location to emergency responders.

## Use voicemail

### Listen to voice mail

If you've [set up voice mail](#), you'll see  in the [status bar](#) when a new voice mail message arrives.

1. Do one of the following:
  - [Swipe the status bar down](#) and touch .
  - Or, touch , then touch & hold 1.
2. When connected, follow your carrier's system prompts.

If you listen to a new message and disconnect from voicemail without saving or deleting it, you will still see  in the status bar.

### Manage your mailbox

Your carrier provides your voicemail system.

1. Do one of the following:
  - Swipe the status bar down and touch .
  - Or touch , then touch & hold .
2. When connected, follow the prompts to manage your messages and mailbox.

Contact your carrier for help with:

- Recovering or resetting your password/PIN for voicemail
- Replaying messages
- Saving, forwarding, or deleting messages
- Replying with or sending voice messages
- Changing number of rings before connecting call to voicemail
- Changing greeting or recorded name
- Changing notification options
- Changing mailbox language

### Fix an issue

If  remains in your status bar after you listen to your voice mails, try the following.

First, force stop the app:

1. Touch & hold .
2. Touch .

3. Touch **Force stop**.

This restarts the app and should remove the notification.

If that doesn't help:

1. Call yourself from another phone and leave a short message.
2. Go into your voicemail and delete this message, but wait to hang up until the notification icon has disappeared from your status bar.

## Listen to the radio

### Listen to FM stations

Your phone automatically tunes to radio stations with the best signal. Listening to the radio doesn't use your mobile data.

1. Plug headphones (any brand) into your phone. They serve as a radio antenna and allow you to scan for stations. Even when you listen through your phone's speaker, [Bluetooth](#) wireless speakers or wireless headphones, you still need the wired headphones as your antenna.
2. [Open](#) the **FM Radio** app.
3. Do any of the following:
  - To view all stations and listen to any, use the  tab.
  - To listen to your favourite stations, use the  tab.
  - To seek stations throughout the radio dial, touch the  tab, then touch  or . Tune to specific frequencies by dragging the tuner to the appropriate number.
  - To change between headphones or loudspeaker, touch  or .
  - To change between headphones, speakers or Bluetooth, touch  or  or .
  - If you're listening to the radio while using another app, use the mini player in [notifications](#) to seek stations or turn the radio off.
  - To turn the radio off, touch .

**Tip:** If you're having reception issues, try moving your phone as far from the headphones as possible to increase the size of the antenna. Or, try moving a short distance, towards a window if you are inside or away from buildings if you are outside.

## Manage your favourites

### Add a station to your favourites

On the  or  tabs, touch  by the station.

### Listen to your favourite stations

Use the  tab. Or touch  from the mini player in your notifications.

### Remove a favourite

On any tab, touch  by the station.

### Save and reload your favourites

If you change regions or manually rescan stations, your favourites will also be cleared, so make sure you save them first. Then reload your favourites after rescanning.

To save your favourites, on the  tab touch  > **Save favourites**.

To reload your saved favourites, on the  tab touch  > **Load favourites**.

## Record current station

1. On the  tab, touch  to start recording.
2. To stop recording, touch .
3. If desired, edit the recording's name.
4. Touch **DONE**.

To listen to a recording, touch  > **Recordings** > .

To delete or rename a recording, beside it, touch .

To delete all recordings, at the top of the screen, touch  > **Delete all**.

To change storage location for recordings, touch  > **Settings** > **Storage location**.

## Maintain volume when notification arrives

To prevent the radio volume from being lowered when a notification arrives:

1. Touch  > **Settings**.
2. Touch **When a notification is played** > **Keep volume**.

## Set sleep timer for radio

1. Touch  > **Sleep timer**.
2. Select a duration of time to listen.
3. Touch .

After the specified time, the radio automatically turns off.

---

## Listen to music

### Get music

Stream songs or download them to your phone so you can listen when you're on a [plane](#) or don't have an internet connection.

Your phone can play MP3, FLAC, M4A, AAC, AAC+, MIDI and WAV files.

To get music, do any of the following:

- Purchase it in a music app. Then stream it or download it using that app.
- Transfer it over [USB](#) or [Bluetooth](#) from your computer to your phone's Music folder.
- [Upload it](#) from your computer to the cloud and listen on any internet-connected device.

## Use Volume buttons to switch tracks

When the screen is off, you can use the [Volume buttons](#) to switch tracks.

To set it up:

1. [Open](#) the **Moto** app.
2. Touch  > **Moto Actions**.
3. Touch **Media controls** and turn it on .

To switch tracks when the screen is off:

- For the next track, press & hold the Volume up button.
- For the previous track, press & hold the Volume down button. If this restarts the current track, press Volume down again.

---

## Transfer music files

### About transferring music

You can transfer purchased music files stored on your devices between devices you own.

Music apps that share music files from cloud storage typically share links to access stored files instead of transferring music files between devices. To transfer music files, the music must be stored on the device.

### Send files over Bluetooth

To send music files stored on your phone:

1. [Pair your phone](#) with the device receiving the music.
2. On your phone, open the **Files** app and touch **Browse** > **Audio**.
3. Touch & hold the file.
4. Touch  and select **Bluetooth**.
5. Touch the name of the paired device.

During file transfer, you'll see  in the status bar. To check the status, [see](#) the notification.

### Receive files over Bluetooth

1. [Pair your phone](#) with the device sending the music.
2. On the device sending the music, start the file transfer, following device's instructions.
3. When you receive the Bluetooth notification on your phone, swipe down and touch it, then touch **Accept**.

During file transfer, you'll see  in the status bar. To check the status, [open](#) the notification.

The files are saved in Music/Bluetooth, where music apps will find them. You're ready to [listen](#)!

**Tip:** to see Bluetooth files you received, go to [Settings](#) > **Connected devices** > **Connection preferences** > **Received files**.

## Transfer music from your computer

To move your music from your computer to your phone, [connect them with a USB cable](#) and copy the files to your phone's Music folder.

---

## Connect a MIDI device

To connect a MIDI device:

1. Make sure you have:
  - A USB cable that's capable of data transfer and isn't for charging only.
  - A USB OTG adapter cable, if needed.
2. Turn the phone and MIDI device on.
3. Connect them with the USB cable (and adapter if needed).
4. Unlock the phone.
5. Change the USB connection type to allow MIDI connection:
  - a. Swipe down from the top of your Home screen and touch the  **Charging this device via USB** notification.
  - b. Touch **MIDI**.

## Connect to Wi-Fi networks

### Turn on and connect

#### Turn Wi-Fi on

Open [Quick settings](#) and touch .

Your phone automatically connects to nearby Wi-Fi networks you've connected to before.

When you're connected, you'll see  in the [status bar](#). If the connection is poor, you'll see  instead.

#### Search for available networks

1. Open [Quick settings](#), then press and hold .
2. Turn **Use Wi-Fi** on .

You'll see a list of available networks. If a network needs a password, you'll see .

3. Touch the Wi-Fi network you want to connect to.
4. If it's a secure network, enter the password. For your home network, get the password from the label on the Wi-Fi router. For a public network, get the password from the business or organisation.

**Tip:** Make sure you enter the password correctly. Touch **Show password** to see what you're typing.

## Change or remove networks

### Change

1. Open [Quick settings](#), then press and hold .
2. In the list of nearby networks:
  - to connect to a different network, touch its name.
  - to change settings for the currently connected network, touch  > .
  - To change settings for a saved, disconnected network, touch & hold its name, then touch **Modify network**.

### Remove

If you don't want to automatically connect to a saved Wi-Fi network, you can forget that network.

1. Open [Quick settings](#), then press and hold .
2. If the network appears in your list of nearby networks, touch & hold its name, then touch **Forget network**.
3. To review all of your saved networks, touch **Saved networks**. For each network you want to remove, touch its name, then touch **Forget network**.

## Turn Wi-Fi off

To extend the life of your battery between charges, turn off Wi-Fi when you're not in a location with access to Wi-Fi.

Open [Quick settings](#) and touch  to turn it off.

## Advanced: Disable Wi-Fi scanning

1. Go to [Settings](#) > **Security & location**.
2. Touch **Location** > **Advanced** > **Scanning**.
3. Turn **Wi-Fi scanning** off .

If you turn this off, apps that [use your location](#) won't work as well.

## Advanced: connect to hidden networks

1. Go to [Settings](#) > **Network & Internet** > **Wi-Fi** >  **Add network**.
2. Enter the SSID (network name), security type, select **Show password** and enter the password.
3. Touch **Advanced options**, and change **Hidden network** to **Yes**.
4. Touch **Save**.

The hidden network is now visible in the list of available networks, and if you weren't connected to Wi-Fi previously, you're now connected.

5. If you were connected to Wi-Fi when you added the hidden network, in the list of available networks, touch the name of the saved network, then touch **Connect**.

---

## Connect with Wi-Fi Direct

If you have a device that supports Wi-Fi Direct, such as a [printer](#) or [TV](#), you can connect your phone without a wireless router or cable.

When you turn on your phone's [Wi-Fi](#), Wi-Fi Direct is automatically enabled.

To connect to a Wi-Fi Direct device:

1. On the device you want to connect, set up Wi-Fi Direct. For instructions, see that product's user guide.
2. On your phone, go to [Settings](#) > **Network & Internet** > **Wi-Fi** > **Wi-Fi preferences**.
3. touch **Advanced** > **Wi-Fi Direct**.

You'll see a list of Wi-Fi Direct devices that are within range and compatible.

4. Touch the device's name to connect.

---

## Use Aeroplane mode

Aeroplane mode turns off all wireless connections, preventing your phone from transmitting signals that could interfere with plane communications.

**Turn the feature on**

Open [Quick settings](#) and touch  to turn aeroplane mode on. This disables all wireless connections (Wi-Fi, voice and data for calls and text messages, Bluetooth). If permitted by your airline, you can then turn [Wi-Fi](#) and/or [Bluetooth](#) back on during the flight. Other wireless connections remain off.

**Turn it off**

Open [Quick settings](#) and touch .

---

## Control data usage

### Turn mobile data off/on

To toggle it on/off, swipe the [status bar](#) down and touch .

When you turn off data usage over your mobile network, you can still use data by connecting to a [Wi-Fi network](#).

Mobile data must be ON if you want to:

- [Receive or send multimedia messages](#)
- [Share your phone's internet connection](#) with other devices

### Set data warning and limit

Sometimes it's easy to exceed your data plan limit without realising it. To avoid surprises, set a usage warning that notifies you when you're close to your limit, and set a usage limit that turns off mobile data when the limit is reached.

1. Go to [Settings](#) > **Network & Internet** > **Data usage**.

Or, [open Quick settings](#), then press and hold .

2. Touch **Data warning & limit**.
3. To set a warning, turn **Set data warning** on , then touch **Data warning** and enter the amount of data.
4. To set a usage limit, turn **Set data limit** on , then touch **Data limit** and enter the amount of data.

## Restrict background data

### About background data

Even when you're not actively using them, most apps use data in the background to sync information and deliver notifications.

To conserve data when you're running low, you can use Data Saver to turn off background data for all apps. Or, to restrict background data used by an app indefinitely, you can turn off background data specifically for that app.

### Notifications only when you open the app

When you turn off background data for an app, it won't sync until you open it, so you will receive NO notifications until you open the app and it syncs.

**Restrict for all apps when you're low**

1. Go to [Settings](#) > **Network & Internet** > **Data usage**.

Or, [open Quick settings](#), then press and hold .

2. Touch **Data Saver** and turn **Use Data Saver** on .

You'll see  in your status bar and all apps are prevented from using background data.

**Tip:** The first time you turn Data Saver on,  is added to [Quick Settings](#). After that, just swipe the status bar down and touch  to turn Data Saver off/on.

3. To allow certain apps to continue using background data, touch **Unrestricted data**, then next to the app name, slide the switch on .

**Restrict for specific apps indefinitely**

1. Go to [Settings](#) > **Data usage**.

Or, [open Quick settings](#), then press and hold .

2. Touch **App data usage**.
3. Touch an app, then turn **Background data** off .

**Restrict background data for Wi-Fi networks**

If you have to pay for data usage on a Wi-Fi network, you can restrict apps from using background data on that network.

1. Go to [Settings](#) > **Network & Internet** > **Data usage**.

Or, [open Quick settings](#), then press and hold .

2. Touch **Network restrictions**.
3. For each Wi-Fi network where you pay for data usage, slide the switch on  to indicate it is a metred Wi-Fi network.

Any restrictions that you set up on background data for mobile networks will also apply for these metred Wi-Fi networks.

**Dual SIMs**

If your phone has two SIMs, mobile data is active on only one SIM at a time. You can [control which SIM is used](#).

---

**Share your Internet connection**

Want to use the Internet on a computer or tablet but don't have a connection? Share your phone's mobile data connection with multiple devices by turning your phone into a [Wi-Fi hotspot](#). Or, share your Internet connection with a single device using [USB tethering](#) or [Bluetooth tethering](#).

Your mobile plan must support data sharing. If you don't know, contact your carrier.

## Hotspot: set up

1. Check that:
  - [Mobile data is on](#). (If mobile data is off, your phone doesn't have an Internet connection to share.)
  - [Data Saver is off](#).
2. Go to [Settings](#) > **Network & Internet** > **Hotspot & tethering**.
3. Touch **Wi-Fi hotspot** and do any:
  - Make it easier to find and connect to your hotspot. Touch the name for your hotspot and change it.
  - Prevent others from seeing your phone's network name. Check **Hide my device**.
  - See your current password or change it. Touch **Advanced** > **Hotspot password**.
  - Improve hotspot signal. For less interference, touch **Advanced** and change the broadcast channel/ band to 5 GHz. For a stronger signal, change it to 2 GHz. (This feature is not available in all countries.)

## Hotspot: connect devices

1. Check that [mobile data is on](#). If mobile data is off, your phone doesn't have an internet connection to share.
2. Go to [Settings](#) > **Network & Internet** > **Hotspot & tethering**.
3. Touch **Wi-Fi hotspot** and turn it on , then plug in your phone to charge. Using the hotspot really drains the battery!  
  
When your hotspot is active, you'll see  in the [status bar](#).
4. To connect a device, open the device's Wi-Fi settings, select your phone's hotspot and enter the hotspot password. [Learn how to find the hotspot's password](#).

### Tip:

The first time that you turn the hotspot on, is added to [Quick Settings](#). After that, just swipe the status bar down and touch to turn the hotspot off/on.

## Hotspot: manage connections

### Number of connections

To see the number of devices connected to your hotspot:

- In [quick settings](#), look below .
- Or, go to **Settings** > **Network & Internet** > **Hotspot & tethering** and look under **Wi-Fi hotspot**.

By [assigning a password](#) for your hotspot, you ensure that people can't connect to your hotspot without your knowledge or permission.

### Control who can connect

To disconnect all devices and prevent them from reconnecting:

1. Turn the hotspot off.

2. [Change the password](#).
3. Turn the hotspot back on to continue using it.

**Tip:** When no devices are connected, the hotspot turns off automatically. To adjust this setting, go to **Settings > Network & Internet > Hotspot & tethering > Wi-Fi hotspot > Advanced > Turn off hotspot automatically**.

## Hotspot: view or change password

1. Go to [Settings](#) > **Network & Internet** > **Hotspot & tethering**.
2. Touch **Wi-Fi hotspot**.
3. Touch **Advanced** > **Hotspot password** to see the current password.
4. To change the password, type over the current password.

**Note:** Although you can turn off passwords for your hotspot, keeping a password prevents unauthorised usage of your mobile data.

## USB tethering

To connect a device to the Internet using your phone's mobile data and a USB cable:

1. Check that [mobile data is on](#). If mobile data is off, your phone doesn't have an internet connection to share.
2. [Connect](#) your phone to your computer with a USB cable.
3. On your phone, go to [Settings](#).
4. Touch **Network & Internet** > **Hotspot & tethering**.
5. Turn on **USB tethering** to start the connection.

You'll see  in your [notifications](#).

To stop the connection, touch the notification and turn off **USB tethering**, then disconnect your phone and computer.

## Bluetooth tethering

To connect a device to the Internet using your phone's mobile data and a Bluetooth connection:

1. Check that [mobile data is on](#). If mobile data is off, your phone doesn't have an internet connection to share.
2. Turn on Bluetooth on your phone and [pair](#) with the other device.
3. Set up the other device to get its network connection via Bluetooth.
4. On your phone, go to [Settings](#).
5. Touch **Network & Internet** > **Hotspot & tethering**.
6. Turn on **Bluetooth tethering** to start the connection.

You'll see  in your [notifications](#).

To stop the connection, touch the notification and turn off **Bluetooth tethering**.

---

## Connect to VPNs

A virtual private network (VPN) lets you access files on a secure network like an office network with a firewall. Contact your network administrator for VPN settings and any additional apps or requirements.

To set up a VPN connection:

1. Go to **Settings** > **Network & Internet**.
2. Touch **Advanced** > **VPN**. If prompted, set a screen lock PIN or password.
3. Touch .
4. Choose the type of VPN and enter settings from the network administrator.
5. To always remain connected to the VPN, check **Always-on VPN**.
6. Touch **Save**.

The network is stored in the VPN list so you can select it when you need to connect.

## Connect with Bluetooth

### Turn Bluetooth on/off

Bluetooth drains your battery, so turn it off when not in use.

1. [Open Quick settings](#).
2. Touch  to switch it on/off.

### Pair with Bluetooth device

To connect with a new Bluetooth accessory or other device, you need to pair with it. You only need to do this once for each device.

1. Set the device you want to pair (accessory, computer, other phone etc.) to Bluetooth discovery mode so that your phone can find it. See the device manufacturer's instructions.
2. On your phone, go to [Settings](#) > **Connected devices**.
3. Touch .

As the phone searches for available devices, you'll see .

4. Touch an available device to connect.
5. Do any of the following:
  - If a pairing code appears on your phone and Bluetooth device, make sure that the codes match. (If they don't, touch **Cancel**, verify the name of the device that you want to pair with and try again.)
  - If your device shows a passkey (like 0000 or 1234), enter it on your phone. If you don't see a place to enter it, swipe down from the top of your screen and touch the Bluetooth notification.
  - If your device doesn't show a passkey and you must enter one for the device to pair, see the device manufacturers' instructions.
6. Touch **Pair** on your phone. Check the other device for a pairing prompt as well; if it has one, you'll need to confirm on both devices or pairing will fail.
7. [Set sharing options](#) if you'll want to share contacts, phone audio, media audio or Internet access.

**Tip:** If you use a screen lock, you can define a paired Bluetooth device as a [trusted device](#), keeping your phone unlocked while connected to it. When you disconnect or move out of range, your phone locks again. Go to [Settings](#) > **Security & location** > **Smart Lock** > **Trusted devices**.

Can't pair? [Troubleshoot the issue](#).

### Use paired device

**Tip:** Bluetooth connections can really drain your battery. Save power by [turning off Bluetooth](#) when you're not connected to a device.

After pairing with a device, you'll need to set sharing options and then you can use Bluetooth to:

- Make or receive [calls](#) with a headset

- Make or receive [calls](#) and play music over your car's audio system
- Transfer [music](#)
- Share [photos](#)
- Share [contacts](#)
- Share [your phone's internet connection](#) with your computer

To set sharing options:

1. Go to [Settings](#) > **Connected devices**.
2. Do one of the following:
  - For a currently connected device, touch the device name.
  - For a paired device you're not connected to, touch **Previously connected devices**, then next to the device name, touch .
3. Turn sharing options on or off.
4. On the paired device, or in the device's app, look for Bluetooth settings to review and adjust. For more information, see the paired device manufacturer's instructions.

## Reconnect with Bluetooth device

1. [Open Quick settings](#) and turn  on.
2. Turn on the Bluetooth device.

## Turn off Bluetooth scanning

When [Bluetooth is off](#), your phone can still scan and automatically connect to a [previously paired device](#). To prevent this, turn off Bluetooth scanning.

To turn off scanning:

1. Go to [Settings](#) > **Security & location**.
2. Touch **Location** > **Advanced** > **Scanning**.
3. Turn **Bluetooth scanning** off .

If you turn this off, apps that [use your location](#) won't work as well.

## Change phone's name

Your phone name identifies your phone on a Bluetooth network. You can change the name.

1. Go to [Settings](#) > **Connected devices**.
2. Touch  > **Device name**.

---

## Tap & pay with NFC

*Only some versions of this phone, sold in certain countries, support this feature.*

Use NFC (near-field communication) to pay quickly and [securely](#) at checkout registers by touching your phone to an electronic reader.

## Set up Tap & pay

1. Make sure you have:
  - Set up a payment app on your phone. [Install one](#) from Play Store if needed.
  - Turned on [NFC](#).
2. Go to [Settings](#) > **Apps & notifications**.
3. Touch **Default apps** > **Tap & pay**.  
Or touch **Advanced** > **Default apps** > **Tap & pay**.
4. Touch **Payment default**.
5. Touch an app to make it your default payment app.

**Note:** This feature manages payment apps. Tap & pay doesn't apply to Android Beam and won't include certain apps, such as money transfer apps.

## Make a payment

1. Make sure [NFC is on](#) and that the terminal has this symbol:



2. Unlock your phone and touch its [back](#) to the terminal.  
Your payment app might require you to open the app and enter a PIN before touching your phone to the terminal.

## Turn off Tap & pay

[Turn off NFC](#). If you do this, you also turn off [other features](#) that use NFC.

When NFC is off, Tap & pay is not included in [Settings](#).

---

## Share or receive with NFC

*Only some versions of this phone, sold in certain countries, support this feature.*

NFC (near-field communication) makes it easy to [securely](#) share with sources you trust, without having to type a lot of information or struggle with pairing.

## Turn NFC on

1. Go to [Settings](#) > **Connected devices** > **Connection preferences**.
2. Turn **NFC** on .

If you don't see this option, your phone does not support NFC.

3. Touch **Android Beam** and make sure it is on.

## Share content between devices

Share content from your phone to another device by touching the devices together (usually back to back).

1. Make sure both devices are unlocked, support NFC and have NFC and Android Beam turned on.
2. Open the screen that contains something you want to share, such as a photo, webpage, video, map or contact.
3. Touch the [back](#) of your phone to the back of the other device.

When the devices connect, they vibrate and you see **Tap to beam** on your phone.

4. Touch your screen to share the content.

## Read NFC tags on posters and signs

Receive web links, e-coupons, brochures, maps and more from an NFC tag. Look for the NFC logo on NFC-enabled accessories, posters, signs and store displays. Just touch the [back](#) of your phone to within 2 cm of the logo to receive its tag information.



## Enable the NFC icon in the status bar

To know whether NFC is on by glancing at your status bar:

1. Go to [Settings](#) > **Connected devices**.
2. Turn **NFC icon** on .

When NFC is on, you'll see  in your [status bar](#).

## Turn NFC off

Go to **Settings** > **Connected devices** > **Connection preferences** and turn NFC off .

---

# Transfer files between phone and computer (USB)

## About USB transfers

You can transfer [music](#), photos, and other files between your phone's storage and computer (in either direction). Use a USB cable that's capable of data transfer and isn't for charging only.

When you connect the phone and computer with the USB cable, the phone's USB connection type is set to charging mode, which charges your battery but prevents your computer from seeing files on your phone. Before transferring files, change the USB connection type to allow transfer of:

- Any type of file
- Only photos and videos

## Transfer files

### Connect the phone to a computer

1. With the phone and computer turned on, connect the phone and computer with a USB cable.
2. unlock the phone.
3. Change the USB connection type to allow file transfers:
  - a. Swipe down from the top of your Home screen and touch the  **Charging this device via USB** notification.
  - b. To transfer any type of file, touch **File transfer**.  
Or, to transfer only photos and videos, touch **PTP**.

### Transfer to/from a Windows computer

1. ensure the phone is properly connected to the computer using the steps above.  
If you don't unlock the phone and change the USB connection to allow file transfers, you won't see any files on your phone.
2. On your computer, open File Explorer, click the name of your phone and navigate to its internal storage or SD card.
3. If you selected **PTP** when you connected the phone, in File Explorer choose whether to import pictures and videos automatically or manually.
4. Open a second File Explorer window to see your computer folders.
5. Navigate to the folders or files to transfer, then drag and drop them to and from the open phone storage and computer folders.

### Transfer to/from a Mac

1. Ensure the phone is properly connected to the computer using the steps above.  
If you don't unlock the phone and change the USB connection to allow file transfers, you won't see any files on your phone.
2. On your computer, download the Android File Transfer application from [www.android.com/filetransfer](http://www.android.com/filetransfer) and follow the onscreen instructions.

## Location of files

Files are stored in these folders on your phone:

- **DCIM:** (Digital Camera Images) photos and videos taken with the Camera app
- **Pictures:** photos you edited and photos from apps other than Camera
- **Download:** files [downloaded](#) from the internet
- **Music:** files for apps that play music
- **Ringtones:** sound files for ringtones
- **Notifications:** sound files for [notifications](#)
- **Alarms:** sound files for [alarms](#)

## Fix an issue

If you're having issues, [try these troubleshooting steps](#).

---

## Cast screen or media to TV

### Mirror with Chromecast

To mirror your screen on a TV, showing all apps and screens you use on your phone, you must:

- Use a TV with [Chromecast built-in](#).
- Or, plug a Chromecast into your TV's HDMI port. ([Learn how](#).)

To start casting:

1. Make sure your phone and Chromecast or TV with Chromecast are connected to the same [Wi-Fi](#) network.
2. Go to [Settings](#) > **Connected devices** > **Connection preferences** > **Cast**.  
Or, from [quick settings](#), touch .
3. Touch the name of the Chromecast or TV to connect.

To stop:

- On the casting notification, touch  > **Disconnect**.
- Or, from quick settings, touch  > **Disconnect**.

### Cast an app

You can cast an app if you:

- Have a smart TV that supports mobile apps for viewing or playing media from your phone. See your TV user guide for instructions to connect your phone.
- Have Chromecast or a TV with [Chromecast built-in](#).

Miracast is not supported.

To cast an app:

1. Make sure your phone and smart TV or Chromecast are connected to the same [Wi-Fi](#) network.
2. In a cast-compatible app (like YouTube), touch .

If you don't see  or don't see your TV listed in the casting options, [try these troubleshooting steps](#).

While casting:

- You'll see  in the [status bar](#).
- You can still make and receive calls and use your phone's other features.

To stop casting:

- In the app that's casting, touch  and touch the option to disconnect.

- From the notification, touch .

## Cast personal media with Wi-Fi Direct

If your TV supports Wi-Fi Direct, [set up a connection](#) between your phone and TV so that you can view or play media from your phone.

For information about using Wi-Fi Direct after you've connected, see the user guide that came with your TV.

## Fix an issue

After each step, see if your issue is fixed.

### Check the basics

1. If you're using a [VPN](#), turn off the VPN and try again.
2. Make sure your phone and Chromecast or smart TV are connected to the same [Wi-Fi](#) network.
3. Move your phone to within 15 feet of your Chromecast or smart TV.
4. If you're using Chromecast or a TV with Chromecast built-in, [check for updates](#) to the Home app.

### Phone can't find smart TV

First, check the basics. Then:

1. on the TV, open the app and start a video. Then on your phone, open the app and try casting to the TV again.
2. Link the app on your phone to the app on the TV:
  - a. on your phone, open the app, open its settings menu and look for options to watch on TV. (For example, **YouTube** >  > **Settings** > **Watch on TV** > **Link with TV code.**)
  - b. Follow the app's onscreen instructions to complete setup.
3. Reboot your Wi-Fi router.
4. Check your TV for firmware and app updates. See the TV manufacturer's support website for information.
5. Check your TV manufacturer's support website to make sure the app is still supported on your TV model.

### Check for app help

If you're having issues casting with one of these apps, check their help centre for troubleshooting information:

- [Netflix](#)
- [Amazon Prime Video](#)
- [YouTube](#)
- [Google TV](#)

## Print from your phone

### Set up: Wi-Fi, Wi-Fi Direct or NFC

To connect your printer and phone:

1. Before you begin:
  - If your printer is connected to a Wi-Fi network, be sure the phone and your printer are connected to the same network.
  - If your printer supports Wi-Fi Direct, [set up a direct connection](#) between the phone and printer.
  - If your printer supports NFC, be sure the printer is on and that you've [turned on NFC](#) on your phone.
2. Go to **Settings** > **Connected devices** > **Connection preferences** > **Printing**.
3. Touch **Default print service** to automatically find your printer.

Once your printer is found, it is ready to print.

If your printer isn't found in Default print service:

1. Touch **Add service**.
2. In Play Store, search for '[printer brand] print service' and install the app for the printer's service plugin.
3. Once installed, return to **Settings** > **Connected devices** > **Connection preferences** > **Printing** and touch the print service plugin name to automatically find your printer.
4. If your printer isn't found automatically, touch  > **Add printer** > .
5. Do one of the following:
  - Wi-Fi: enter the printer's name and IP address (found in your printer settings on connected computer).
  - NFC: touch your phone to the printer's NFC icon.

### Print

1. Open the item to print, such as:
  - a photo in Photos
  - an email
  - a document in Drive
  - A webpage in Chrome.
2. Touch  or  > **Print**. (If you're using Chrome,  > **Share** > **Print**.)
3. Select printer options if needed.
4. Touch .

---

## About wireless sharing

### What you can share

You can share your [photos and videos](#), [contacts](#), [screenshots](#) and [downloaded files](#).

### When sharing photos and videos

When deciding how to [share](#) your photos or videos, consider these factors:

- Resolution (high versus low) of the photo or video; high resolution uses more data
- Number of photos to share (one photo or a few or an entire holiday album)
- Whether you want to share on the Internet or from device-to-device
- Length of availability for sharing

### Ways to share

---

| Method        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Message (MMS) | <p>Good for:</p> <ul style="list-style-type: none"><li>• Sharing one photo or a low-resolution video</li><li>• Sharing with a friend or group</li><li>• Sharing immediately, as an event is happening</li></ul> <p>Things to consider:</p> <ul style="list-style-type: none"><li>• You and your recipients must have mobile data plans to receive multimedia text messages.</li><li>• Sending high-resolution photos via text message uses more data.</li><li>• Photos and video remain available until the recipient deletes the message.</li><li>• High quality videos are too large and cannot be shared in text messages.</li></ul> <p><a href="#">Learn how</a></p> |
| Email         | <p>Good for:</p> <ul style="list-style-type: none"><li>• Sharing one or a few photos</li><li>• Sharing with a friend or group</li></ul> <p>Things to consider:</p> <ul style="list-style-type: none"><li>• Some email providers limit attachment sizes. For large files, upload the file to a cloud storage and email the link instead of the file.</li></ul>                                                                                                                                                                                                                                                                                                            |

- Email attachments remain available for download until the recipient deletes the email.

[Learn how](#)

---

## Cloud

Good for:

- Sharing high resolution photos, multiple photos, entire albums and videos
- Controlling sharing via links
- Controlling how long you share something (You can easily delete it or turn off sharing privileges.)

Things to consider:

- Many cloud services offer free storage with a basic account.
- Cloud storage services are fairly secure, but not completely free from security breaches, so upload wisely.
- Upload over [Wi-Fi](#) to prevent mobile data charges.

[Learn how](#)

---

## Social app

Good for:

- Sharing publicly, with large groups of friends, followers and subscribers
- Sharing one photo at a time, or many photos, albums or videos
- Controlling how long you share something (You can easily delete it or turn off sharing.)

Things to consider:

- Understand social network privacy and sharing policies before you post.
  - Review updates to social network privacy and sharing policies often.
  - Requires a Wi-Fi or mobile data connection.
- 

## Bluetooth

Good for:

- Sharing from phone-to-phone or other connected device
- Fast sharing

Things to consider:

- Your phone must be [paired and connected](#) with another device.
- 

## NFC

Good for:

- Quickly sharing with a nearby phone, tablet, or computer
- No need for pairing devices (Simply [touch](#) them back-to-back.)

Things to consider:

- Devices you share with must have NFC.
- Both your phone and the other device must be on and unlocked.

[Learn how](#)

---

## Change app settings

### Set or change default apps

If you have multiple apps that do the same thing, you can pick which app to use by default.

#### Pick when asked

Sometimes, your phone asks which app to use. For example, your phone might ask which app to use to open a PDF file.

To set a default when asked:

1. Touch the app to use.
2. Pick how often you want to use that app for this action: **Always** or **Just once**.

If you select Always, you won't be asked which app to use anymore. To have your phone ask you again, you can clear the default:

1. Go to [Settings](#) > **Apps & notifications**.
2. Touch **Default apps** > **Opening links**.  
Or touch **Advanced** > **Default apps** > **Opening links**.
3. Touch the app you selected as default.
4. Touch **Open supported links** and select **Ask every time**.

#### Pick any time

You can change some default apps (such as [browser](#) or [messaging](#)) at any time:

1. Go to [Settings](#) > **Apps & notifications**.
2. Touch **Default apps**.  
Or, touch **Advanced** > **Default apps**.
3. Touch the default to change.
4. Touch the app to use.

### Adjust app permissions

The first time you use an app, and sometimes when you [install](#) or [update](#) it, you are asked to grant the app permission to access certain data and phone features. You can adjust these permissions at any time.

To adjust permissions by feature:

1. Go to [Settings](#) > **Apps & notifications**.
2. Touch **App permissions**.
3. Touch a feature to see which apps have permission to use it.
4. Turn that permission on or off for each app as needed.

You can also [adjust permissions by app](#).

## Adjust special app access

In **Settings > Apps & notifications > Advanced > Special app access**, you can adjust these settings:

- **Usage access:** control which apps have access to data about your app usage (which other apps you're using and how often, your carrier, language settings and other details).
- **Unrestricted data:** Allow certain apps to use background data even when Data Saver is on. [Learn more](#).

You can also control whether apps have access to features such as [Picture-in-picture](#), [Battery optimisation](#) and [Do Not Disturb](#). In general, you shouldn't need to adjust these.

---

## Choose how apps notify you

### Turn an app's notifications off

When you receive unwanted notifications from an app, touch & hold the notification, then touch **Stop notifications**.

To review all apps and adjust whether they can send notifications:

1. Swipe down to view your notifications.
2. At the bottom of the list, touch **Manage notifications**.
3. Do one of the following:
  - To stop all notifications from an app, turn it off .
  - To stop certain notifications from an app, touch the app name, then turn notifications on  or off  for each category.

**Tip:** To prevent notifications from all apps during certain times or calendar events, use [Do Not Disturb](#).

### Choose the urgency of app notifications

For each app, you can control how urgently that app's notifications alert you when they arrive. You can choose between having notifications:

- Make sound and pop up on screen
- Make sound
- Show silently
- Show silently and minimise (only show in your notification list)

To change the urgency of an app's notifications:

1. Touch & hold the app icon.
2. Touch  > **Notifications**.
3. Touch the name of a ticked notification category, then touch **Behaviour** and make a selection.

**Tip:** To adjust several apps at once, go to [Settings](#) > **Apps & notifications** and touch > to see all apps. Then touch **Notifications** for each app and adjust behaviour.

## Change notification volume

To adjust the volume level of all notifications:

1. Press a Volume button and on the screen touch .
2. Adjust the  slider.

## Change notification sound

### Set default notification sound

To change the sound used for notifications from all apps:

1. Go to [Settings](#) > **Sound** > **Advanced** > **Default notification sound**.
2. Do one of the following:
  - To change it, choose a new sound.
  - To turn notification sounds off, select **None**.

### Set a notification sound for a specific app

To use a distinctive sound for an app's notifications, instead of the default notification sound:

1. Touch & hold the app icon.
2. Touch  > **Notifications**.
3. Touch the category for enabled notifications, then touch **Advanced** > **Sound** and select a unique ringtone or set it to none.

If you don't see **Sound**, touch **Behaviour** and select an option that includes sound.

### If you can't hear a notification

To let an app's notifications be heard when [Do Not Disturb](#) is on:

1. Touch & hold the app icon.
2. Touch  > **Notifications**.
3. Touch the category for enabled notifications, then touch **Advanced** and turn **Override Do Not Disturb** on .

## Turn an app's notifications on

If an app isn't sending notifications but you want it to:

1. Go to [Settings](#) > **Apps & notifications** > **Notifications**.
2. Touch **See all from last ### days**.
3. At the top, touch ▼ and select **Turned off**.
4. Turn notifications on  as needed.

## Turn notification dots off or on

App icons show dots to alert you about unread notifications. You can turn off the dots for one or all apps.



### Turn the dots off for all apps

1. Go to **Settings** > **Apps & notifications** > **Notifications**.
2. Turn **Allow notification dots** on or off .

### Turn the dots off for one app

1. Touch & hold the app icon.
2. Touch > **Notifications**.
3. Touch **Advanced**.
4. Turn **Allow notification dot** on or off .

## Control lock screen notifications

If you've [set a pattern, PIN or password](#), you can prevent [lock screen notifications](#) from revealing private information.

To adjust notifications for all apps:

1. Go to **Settings** > **Apps & notifications** > **Notifications**.
2. Touch **On lock screen**.
3. Do one of the following:
  - To hide all notifications on your lock screen, select **Don't show notifications at all**. You can still peek at your notifications — swipe down on the lock screen, then enter your pattern, PIN or password if required.
  - To hide sensitive content in notifications from **all** apps, select **Hide sensitive content**. For example, you'll get a lock screen notification for an incoming email or chat, but it won't include message details.
  - To see all notifications on your lock screen, select **Show all notification content**.

To hide sensitive content from specific apps:

1. Set lock screen notifications for all apps to **Show all notification content**.
2. Touch & hold the app icon, then touch > **Notifications**.
3. Types of notifications the app sends appear here. For each enabled notification that you want to hide:
  - a. Touch the name.
  - b. Touch **Advanced** > **On lock screen** > **Hide sensitive content**.

**Tip:** When you [turn on Lockdown](#), notifications won't show on your lock screen.

---

## Charge phone

### How to charge your phone

Your phone is like a small computer, giving you tonnes of information and apps. Depending on what you use, that can take a lot of power. Plan on charging the phone each night so it's ready for the next day.

1. [Connect](#) your phone to the charger that came with your phone, or to a charger that is compatible with your phone.

Other chargers, including laptops, can charge more slowly.

2. Insert the plug into an electrical outlet.

When the phone is off and charging, you'll see the outline of a battery and a percentage. If the battery is completely discharged, this will not appear until the phone has received the minimum voltage required to boot.

When the phone is on and charging, you'll see  in the [status bar](#).

### Tips for charging phone

- You can use your phone while charging. To charge faster, don't use your phone while charging.
- If you can't turn the phone on while it's charging, wait until it receives enough voltage before turning it on.
- When the battery gets low, the phone sends a [notification](#).
- Use [Battery Saver mode](#) when the battery is low.
- You can [turn off](#) charging sounds.

---

## Extend battery life

### Choose settings that use less battery

To get the most life from your battery:

- **Connections:** turn off [Bluetooth](#) and [GPS](#) when you're not using them.
- **Wi-Fi:** turn on [Wi-Fi](#) when the phone is in a location with Wi-Fi coverage.
- **Screen:** turn down screen brightness and set a shorter [screen timeout](#).
- **Sync:** if you don't need it, turn off [automatic syncing](#) for all accounts. This means you won't receive notifications when updates occur and you'll need to sync manually to get new emails.

### Temporarily conserve battery power

Use [Battery Saver](#) mode to keep going on a low battery.

Also, avoid these battery-intensive activities until you can [charge](#):

- Recording or watching videos
- Listening to music
- Taking pictures
- Using Live (animated) [wallpaper](#)

## See what's using your battery

To see if a specific app or service is draining your battery:

1. Go to [Settings](#) > **Battery** > **USAGE DETAILS**.
2. Swipe up to view the list of apps and features using power since the last full charge.
3. Touch the app or feature using a lot of power.
4. Under **Manage battery usage**, touch options for reducing the power usage.

## Keep adaptive battery and battery optimisation on

To ensure that apps use your battery only when they need to, keep adaptive battery and battery optimisation on.

### Check that adaptive battery is on for your phone

When you keep adaptive battery on, infrequently used apps will run less when you're not using them. Your phone will learn how you use apps over time and adjust for best battery life.

1. Go to [Settings](#) > **Battery** > **Adaptive Battery**.
2. Turn **Use Adaptive Battery** on .

### Check that battery optimisation is on for each app

If you turn off Battery optimisation for an app, that app can run when you're not using it, even when Adaptive Battery is on. This decreases battery life unnecessarily.

1. Go to [Settings](#) > **Apps & notifications** > **Advanced** > **Special app access**.
2. Touch **Battery optimisation**.
3. If an app is listed as **Not optimised**:
  - a. Touch the app.
  - b. Touch **Optimise** > **Done**.

**Tip:** Optimise isn't available for some essential services.

---

## Use Battery Saver mode

### When Battery Saver is on

Battery Saver helps you keep going on a low battery until the next charge.

To save power, your phone will:

- Wait until you look at an app to refresh its content, such as email or news
- Stop apps from doing things in the background
- Stop using Location services when your screen is off

When the phone is in Battery Saver mode, you'll see  in the status bar.

## Turn Battery Saver on or off

### Turn it on/off yourself

Open [Quick settings](#) and touch .

### Have it turn on automatically

To turn on when your battery is below a specified level:

1. Open quick settings, then touch & hold .
2. Touch **Battery Saver** > **Turn on automatically**.
3. Move the slider to adjust the percentage when Battery Saver switches on.

---

## Show battery percentage in status bar

To show the percentage of battery power remaining in the status bar:

1. Go to [Settings](#) > **Battery**.  
Or, open quick settings, then touch and hold .
2. Turn **Battery percentage** on .

---

## About storage options

### Phone internal storage

You can store photos, videos, music and applications on your phone. Files you [downloaded](#) from the Internet and attachments you save from [email](#) or text messages are stored there, too.

You can [free up space](#) when needed.

### SD card storage

You can [insert](#) an SD card into your phone and use it as one of two formats: [portable storage](#) or [internal storage](#). Be sure to buy the right [type of card](#) depending on how you're going to [format](#) it.

Benefits include:

- Immediate access to your files
- No mobile data or Internet connection required to access files
- More control over privacy

### Cloud storage

Clouds are great for storing files you want to share and access from other devices, such as [photos](#), [videos](#) and [music](#).

Benefits include:

- Access your files from any device with an Internet connection
- File synchronisation - no need to keep track of multiple versions in multiple storage locations
- Backups of photos and videos available if phone is lost or damaged

Cloud storage providers typically offer free storage that can be expanded with a paid subscription once you reach the free-storage limit. Or you can manage your free storage by removing files you no longer need to make space for new ones.

Apps such as Drive and Photos let you easily [back up media](#) to cloud storage.

---

## Manage phone storage

### Free up space by scanning

To scan your phone for old and unused items to remove, like downloads and unused apps:

1. [Open](#) the **Files** app.
2. Touch **Clean**.

You'll see suggestions for categories of items to check and free up space.

3. Touch the suggestions and follow on-screen instructions to uninstall, move, or delete items.

If you don't see suggestions to free up space, check that suggestions are on:

1. [Open](#) the **Files** app.
2. Touch  > **Settings**.
3. Touch **Notifications** and turn on  ones you want to receive.

## Free up space manually

To free up space:

1. [Open](#) the **Files** app.
2. Touch **Browse**.
3. Touch a category (apps, images, videos etc.) to view that type of item.
4. Do any of the following:
  - To uninstall apps, touch the app's name, then touch **Uninstall**.
  - To clear an app's cache, touch the app's name, then touch **Storage & cache** > **Clear cache**.
  - To clear your data for an app, touch the app's name, then touch **Storage & cache** > **Clear storage**.
  - To delete media or other files, touch & hold to select one or more items, then touch .

## Schedule automatic removal of photos and videos

If you [automatically back up](#) your photos and videos, you can automatically remove copies from your phone's internal storage after 30, 60 or 90 days.

1. Go to [Settings](#) > **Storage**.
2. If you have installed an SD card, touch **Internal shared storage**.
3. Touch **Storage manager** and turn it on .
4. Touch **Remove photos & videos** and select a duration.

If you store photos or videos on your SD card, this does not delete them.

---

## Manage SD card

### Move photos, videos, music to SD card

To free up internal storage on your phone:

1. Make sure you've [inserted and set up your SD card](#).
2. [Open](#) the **Files** app and touch **Clean**.  
Or, go to [Settings](#) > **Storage** > **Internal shared storage** > **FREE UP SPACE**.
3. If there are media files to move, touch the option to free up space.
4. Select items to move.
5. Touch  > **Move to** > **SD card**.

## Move apps to SD card

To move apps to your SD card:

1. Make sure it is [formatted](#) as internal storage.
2. Go to [Settings](#) > **Apps & notifications** and touch the app to move.
3. Touch **Storage**.
4. Touch **CHANGE**. If you don't see this option, the developer does not allow the app to be stored on an SD card.
5. Select your SD card, then touch **Move**.

## Move apps from SD card to phone

When you install an SD card as internal storage, it is part of your phone. If you want to change the SD card to [portable storage](#) or remove it from the phone to reformat and use in another device, first move the apps from SD card storage to your phone's internal storage:

1. Go to [Settings](#) > **Storage**.
2. Select your SD card.
3. Touch **Apps** and select an app.
4. Touch **CHANGE** > **Internal shared storage** > **Move**.

## Eject SD card

### Internal storage

1. [Move apps](#) from the card back to your phone's internal storage before ejecting the card. If you remove the card without moving the apps:
  - You will lose access to the apps/games on the card and will need to reinstall them.
  - Your apps and phone's performance will degrade.
2. Go to [Settings](#) > **Storage**.
3. Touch the name of the SD card.
4. Touch  > **Eject**.
5. [Remove the card](#) from the phone.

### Portable storage

To eject the card, drag the SD card notification down and touch **Eject**.

If you don't see the notification:

1. Go to [Settings](#) > **Storage**.
2. Next to your SD card name, touch .

It's now safe to [remove the card](#) from the phone.

To insert the card into another device (computer, projector etc.) that uses different card dimensions, you may need the adapter that came with your card. See device manufacturer's instructions for the type of adapter required and insertion instructions.

## Erase SD card

1. Go to **Settings** > **Storage**.
2. Select your SD card.
3. Touch  > **Storage settings** > **Format**.
4. Follow onscreen instructions to format the card.

## Format SD card

You'll need to choose one of two formats for your SD card:

- Use as portable storage if you want to move the card to other devices to access your media.
- Use as internal storage if you need more device storage to install large apps and games and plan to use the card only in your phone.

|                                     | Portable storage | Internal storage |
|-------------------------------------|------------------|------------------|
| Store media (photos, videos, music) | yes              | yes              |
| Store apps                          | no               | yes              |
| Content encrypted                   | no               | yes              |
| Read card in other devices          | yes              | no               |

To format the **inserted** card:

1. Go to **Settings** > **Storage**.
2. Touch the SD card's name.
3. Touch  > **Storage settings**.
4. Touch **Format as internal** or **Format**.

If you don't see **Format as internal**, then your phone only supports SD cards formatted as portable storage.

If you formatted as portable storage, be sure to update settings in media apps (such as camera, music and podcast apps), so they use the card to store content you create or download.

## Find downloaded files

You can download files and store them on your phone, including:

- Photos, videos and documents you save from emails or texts
- Books, movies or other content that you buy from Play Store and save for offline viewing

- Other files or images you download from the web

When the file has finished downloading, you'll see  in the [status bar](#). Touch the [notification](#) to open the file in the appropriate app.

To view, edit or delete downloads:

1. [Open](#) the **Files** app.
2. Touch **Browse > Downloads**.
3. Do any of the following:
  - To open or play a file, touch it. You can only edit some types of files.
  - To sort files by name, date modified, or size,  **> Sort by**.
  - To share a file, touch and hold it, then touch .
  - To delete a file, touch and hold it, then touch .

**Tip:** To access downloads from a computer, connect your phone with a [USB cable](#), then open the phone's internal storage and look for files in the Downloads folder.

---

## Recover recently deleted files

You can try to recover recently deleted photos, videos or texts. But do so as soon as possible. The more you use the phone, the more likely the file will be overwritten with new data.

1. Search for 'file recovery' in Play Store and [install](#) one of the apps.
2. Use the app to scan your phone.
3. If you can't recover recently deleted items, try connecting your phone to your computer with a USB cable and using a desktop program for file recovery.

**Tip:** [Back up your photos to the cloud](#) so you won't lose them if you delete them from your phone.

---

## Upload music to cloud

You can store songs from your library in the cloud, for free, with Google Play Music (not available in all countries). Then you can instantly listen to your tunes wherever you are.

You can upload music from your:

- iTunes library
- Windows Media Player library
- My Music folder or any folder on your computer

To upload your music:

1. On your computer, visit [music.youtube.com](https://music.youtube.com)

2. Click on your profile picture > **Upload music**.

To learn more, [read Google's help](#).

After you've uploaded your music, you can listen to it:

- On your computer by visiting [music.youtube.com](https://music.youtube.com)
  - On your phone with the [Play Music](#) app
- 

## Upload photos and videos

### Back up automatically

1. [Open](#) the  **Photos** app.
2. Touch your profile icon  > **Turn on backup**.

You can [change back up settings](#) any time.

### Adjust back up settings

To adjust settings for your automatic backups:

1. [Open](#) the  **Photos** app.
2. Touch your profile icon  > **Photos settings** > **Backup**.
3. Adjust settings as needed:
  - To choose high quality or original size for uploads, touch **Backup quality**.
  - To back up items in your Download, Screenshots and third-party app folders, touch **Back up device folders**.
  - To back up items over your mobile network, touch **Mobile data usage**, then adjust options for photos, videos and roaming.

### Back up manually

1. [Open](#) the  **Photos** app.
2. Open the photo or video.
3. On the photo or video, touch . (Swipe up if you don't see .)

### View your backed up photos and videos

From your phone, open the  Photos app.

From your computer, sign in to [photos.google.com](https://photos.google.com).

### Manage your storage

1. [Open](#) the  **Photos** app.

2. Touch your profile icon  > **Photos settings** > **Backup**.
3. Touch **Manage storage**.
4. View how many GB of storage you have used and approximately how much time your remaining storage will last. If you're running low, follow the onscreen instructions to get more storage.
5. To review and delete recommended photos:
  - a. Under **Review and delete**, touch a category (such as large photos and videos, blurry photos or screenshots).
  - b. Touch & hold an item to delete, then touch others to include them.
  - c. Touch .

## More help

To learn more, [read Google's help](#).

---

# Scan documents and make copies

## Scan document to Drive

You can scan important documents with your phone and save them as PDFs on Google Drive.

1. [Open](#) the **Drive** app.
2. Touch  > .
3. Align your phone over the document to scan and touch .
4. Touch .
5. Optionally:
  - Touch  to crop.
  - Touch  to select image enhancement options.
  - Touch  to rotate the image.
  - Touch  to reset the scanner (deletes current unsaved scan).
  - Touch  to rename, and adjust image and PDF settings.
6. When you've finished scanning, touch **Next**.
7. Change the document title and folder on Drive, if desired, then touch **Save**.

In Drive, open the file and touch  to share or [print](#) the scan.

## Scan and save to folders from your home screen

Add Drive Scan widgets to your home screen to scan and save to new or selected folders. Each widget saves to a single folder on Drive. So, [add multiple widgets](#), one for each folder you need (receipts, billing statements, recipes, etc.).

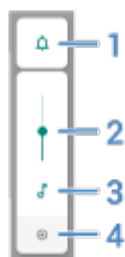
## Adjust volumes

### Use Volume buttons

**In-call audio.** When you're on a call, the [Volume buttons](#) control the volume of the other person.

**Media.** When you're not on a call, the Volume buttons control media volume during or before playback.

**Phone ringtone, notification sounds and alarms.** To adjust these volumes, press a Volume button and then use this shortcut on your Home screen:



1. Touch to toggle the phone ringtone and notification sounds between on , silent  and vibration only .
2. Slide to adjust media volume.
3. Touch to mute media volume.
4. Touch to access all volume controls (call, ring/notification, alarm, media).

### Silence with Power and Volume buttons

To silence a ringing phone, press either the **Power** button or the **Volume down** button.

To switch to vibrate at any time, press and hold the **power** + **Volume up** buttons until you feel a vibration and see .

If you want to customise Power and Volume up so that this silences the phone instead of switching to vibrate:

1. Go to [Settings](#) > **System** > **Gestures**.
2. Touch **Prevent ringing** > **Press power & volume up buttons together** > **Mute**.

**Tip:** Use Do Not Disturb to silence all calls, messages, events and reminders. Turn it on [from quick settings](#) or schedule it to turn on automatically [during certain times](#) or [during calendar events](#).

### Pick up to silence

You can simply pick up your phone to silence incoming calls and alarms and to turn vibration on.

To enable this gesture:

1. Open the **Moto** app.
2. Touch  > **Moto Actions**.

3. Touch **Pick up to silence** and turn it on .
  4. If you want this gesture to silence calls but not alarms (or vice versa), touch **Settings** and turn the appropriate option off .
- 

## Set ringtones

### Change default call ringtone

1. Go to [Settings](#) > **Sound**.
2. Touch **Advanced** > **Phone ringtone**.
3. Do one of the following:
  - Select a ringtone from the list.
  - To use a song as the ringtone, touch **Add ringtone** at the bottom of the list. Then touch  > **Audio** and select the song [stored on your phone](#).
  - For silence, touch **None** at the top of the list.

### Vibrate phone for calls

To extend battery life, turn vibrate off.

You can set the phone to vibrate when it rings for calls.

1. Go to [Settings](#) > **Sound**.
2. Turn **Also vibrate for calls** on  or off .

### Set call ringtone for a contact

You can choose a unique ringtone for calls from specific people so you'll know instantly who's calling.

1. [Open](#) the  **Contacts** app.
2. Touch the contact's name.
3. Touch  > **Set ringtone**.
4. Do one of the following:
  - Select a ringtone from the list.
  - To use a song as the ringtone, touch **Add ringtone** at the bottom of the list. Then touch  to browse and select the song [stored on your phone](#). Touch  to show internal storage.
  - For silence, touch **None** at the top of the list.

### Set ringtone for app notifications

You can set a default sound for notifications from apps including messaging and email. You can also set a unique ringtone for notifications from specific apps. [Learn how](#).

**Tip:** To change your [alarm sound](#), open the Clock app and touch . Then touch .

## Get more ringtones

Although your phone comes with lots of ringtones, you can get more:

- Search for 'ringtones' in [Play Store](#) and install an app that provides ringtones.
- Search for 'ringtone maker' in [Play Store](#) and install an app that lets you create custom ringtones. Open the app and use it to select entire songs or portions of songs.
- If you have songs that are .mp3 files stored on your computer, [connect](#) your phone and computer with a USB cable, then copy the song to your phone.

## Fix an issue

If you're not hearing your ringtones:

- Look for  in your [status bar](#), which means you're in [Do Not Disturb](#) mode. [Open Quick settings](#) and turn  Do Not Disturb off.
- Check that your [ringtone volume](#) is set to .

---

## Enhance sound

### Automatically adjust sound

Your phone automatically identifies the type of media you're playing and how you're listening (phone's speaker, headphones or other connected audio device), and adjusts sound for that experience. You don't have to do anything. Moto Audio is always on, unless you [turn it off](#).

### Set a sound profile for headphones or a connected device

You can select a preset sound profile for your headphones or other connected device and your phone will remember the next time you connect it.

1. Go to [Settings](#) > **Sound** > **Moto Audio**.
2. Choose how to adjust sound:
  - To automatically adjust based on the media playing, turn **Auto** on .
  - To use a preset sound profile, select **Music**, **Film** or **Game**.
3. To customise a selected sound profile, next to the profile name touch , then:
  - Choose an equaliser preset to enhance treble, bass or vocals.
  - To get a surround sound experience, turn **Surround virtualiser** on.
  - To keep the same volume level when you switch between audio sources, turn **Volume leveller** on.
  - To learn more about these settings, touch  > **Help**.
  - To revert to original profile settings, touch  > **Reset**.

**Note:** If you don't want to save settings for your connected headphones, touch  > **Saved audio settings** and turn **Remember this device** off .

## Reset all audio settings

1. Go to **Settings** > **Sound** > **Moto Audio**.
2. Touch  > **Reset**.

## Turn Moto Audio off

To turn Moto Audio off for headphones or another connected device:

1. Connect your headphones or other audio device.
2. Go to **Settings** > **Sound** > **Moto Audio**.
3. Turn it off .

To turn it off when you're listening through the loudspeaker:

1. Go to **Settings** > **Sound** > **Moto Audio**.
2. Touch  > **About**.
3. Tap the image three times to add the on/off switch.
4. Turn it off .

---

## Silence calls and notifications

When you're busy, use Do Not Disturb to mute ringtones for incoming calls, stop vibration and block notifications.

## Quickly turn Do Not Disturb on or off

### Turn the feature on

1. **Open Quick settings** and touch .

You'll see  in the status bar when Do Not Disturb is on.

2. To change how long it stays on, in quick settings, touch and hold , touch **Duration**, and then choose one:
  - To keep it on indefinitely, touch **Until you turn off**.
  - To select a duration, touch **For 1 hour**, then touch + or - to adjust the time.
  - To choose each time you turn Do Not Disturb on, touch **Ask every time**.

### Turn the feature off

**Open Quick settings** and touch .

If this feature is turning itself on again, but you don't want it to:

- Make sure you're not silencing [on a schedule](#) or [during calendar events](#).
- If you're using [Bedtime mode](#), touch **Settings > Digital Wellbeing & parental controls > Bedtime mode > Customise** and turn **Do Not Disturb for Bedtime mode** off .

### Set down to start

You can turn on Do Not Disturb by placing your phone face down on a surface. To enable this gesture:

1. Open the **Moto** app.
2. Touch  > **Moto Actions**.
3. Touch **Flip for Do Not Disturb** and turn it on .

## Set overall behaviour

### Sound and vibration

When Do Not Disturb is on, sound and vibration are muted. Alarms and media aren't muted by default, but you can mute them too.

To adjust the settings for alarms, media and touch sounds:

1. Go to [Settings](#) > **Sound** > **Do Not Disturb**.
2. Touch **Sound & vibration**.
3. For each category, select whether sound and vibration is muted  or not .

### Notifications

When Do Not Disturb is on, you won't see or hear notifications by default. You can change settings to:

- Allow visual notifications but no sound
- Allow the screen to turn on or wake up, or prevent this
- Show or hide notification dots, status bar icons and pop-up notifications
- Show or hide notifications in the notification list

To change how Do Not Disturb handles notifications:

1. Go to [Settings](#) > **Sound** > **Do Not Disturb**.
2. Touch **Notifications**.
3. Do one of the following:
  - To block sound from notifications but still see them on your screen, select **No sound**.
  - To block all visual notifications, select **No visuals or sound from notifications**.
  - To block or allow selected visual notifications, select **Custom** and turn features on or off.

If Do Not Disturb is off and you expect notifications from an app but aren't getting any, check your [settings for the app's notifications](#).

## Allow exceptions

When Do Not Disturb is on, incoming calls, messages and calendar events or reminders are muted. You can allow exceptions.

### Calls

1. Go to [Settings](#) > **Sound** > **Do Not Disturb**.
2. Touch **Calls** > **Allow calls**.
3. Choose whether to allow calls from:
  - Anyone
  - Contacts only
  - [Starred](#) (favourite) contacts only
  - None
4. To let calls through from repeat callers (the same person calling a second time within 15 minutes), turn **Allow repeat callers** on .

### Text messages

1. Go to [Settings](#) > **Sound** > **Do Not Disturb**.
2. Touch **Messages, events & reminders** > **Allow messages**.
3. Choose whether to allow messages from:
  - Anyone
  - Contacts only
  - [Starred](#) (favourite) contacts only
  - None

### Calendar events and reminders

1. Go to [Settings](#) > **Sound** > **Do Not Disturb**.
2. Touch **Messages, events & reminders** and turn them on .

## Silence during calendar events

Your phone can automatically switch into and out of Do Not Disturb mode for all scheduled events in calendars that you specify.

1. [Open Quick settings](#), then press and hold .
2. Touch **Turn on automatically**.
3. Do one of the following:
  - To use an existing one, turn it on.
  - To create a new one, touch **Add rule**. Touch **Event rule**, then enter a name and touch **OK**.
4. Adjust options to select the calendar to use and your reply status.

To stop your phone from automatically silencing based on your calendar:

1. Go to **Settings** > **Sound**.
2. Touch **Do Not Disturb** > **Turn on automatically**.
3. Select the rule and turn it off or touch  to delete it.

## Silence on schedule

You can create a schedule for when your phone should automatically switch into and out of Do Not Disturb mode.

1. Open **Quick settings**, then press and hold .
2. Touch **Turn on automatically**.
3. Adjust settings:
  - To use an existing schedule, touch its name, like **Sleeping**. To adjust times or settings, touch .
  - To create a new one, touch **Add rule**. Touch **Time**, then enter a name and touch **OK**. Specify its days, start and end times, and level of silence.

To stop your phone from silencing on schedule:

1. Go to **Settings** > **Sound**.
2. Touch **Do Not Disturb** > **Turn on automatically**.
3. Select the rule and turn it off or touch  to delete it.

---

## Stop phone from speaking

### Silence replies to voice commands

Some **voice commands** (such as 'What's up?' and 'What is the current weather?') cause Google Assistant to speak in response.

To quickly silence a voice command response, touch .

To have your phone show responses to Voice Commands on screen and not speak them:

1. Open the **Google** app.
2. Touch your profile icon  > **Settings**.
3. Touch **Voice** and turn off speech output.

### Turn off screen reader

If your phone describes everything that you touch on screen, speaking your notifications and reading messages aloud, you might have turned on a screen reader. This accessibility feature helps people with visual impairments.

To turn it off:

1. Press and hold both Volume Up and Down buttons for three seconds. If TalkBack was reading the screen, this pauses readout so that you can update settings more easily.
2. Go to **Settings** > **Accessibility**.

3. Turn off all screen readers, such as TalkBack or Select to Speak.
- 

## Silence 'Hello Moto' during power up

If you don't want your phone to say 'Hello Moto' when it powers up:

1. Go to [Settings](#) > **Sound** > **Advanced**.
2. Turn **Power on sounds** off .

You cannot adjust the volume level for this sound.

---

## Turn off charging sounds

If you don't want your phone to make a sound when it comes in contact with a charger:

1. Go to [Settings](#) > **Sound** > **Advanced**.
  2. Turn off **Charging sounds**.
- 

## Turn touch sounds on/off

1. Go to [Settings](#) > **Sound** > **Advanced**.
2. Do any of the following:
  - to hear a tone when you dial a number, turn on **Dial pad tones**.
  - to hear a click when you lock or unlock the screen, turn on **Screen locking sounds**.
  - to hear a click when you touch something on the screen, turn on **Touch sounds**.
  - to feel a vibration when you type on the keyboard, turn on **Touch vibration**.

If you don't want any of these sounds, just turn them off .

---

## Hear other notification sounds

You can [assign a ringtone](#) for notifications from specific apps.

You can also control sounds that notify you of other events:

1. Go to [Settings](#) > **Sound** > **Advanced**.
2. To hear a confirmation tone and feel a vibration when you successfully connect your phone to a charger, turn **Charging sounds** on .

If you don't want any of these sounds, just turn them off .

---

## Adjust screen brightness

To set your screen's brightness, open [quick settings](#) and slide .

Your phone automatically adjusts your screen to the light around you, with Adaptive brightness. When the feature is on, you can still fine tune the brightness in quick settings. To turn this feature off:

1. Go to [Settings](#) > **Display**.
  2. Turn **Adaptive brightness** off.
- 

## Use Device theme

The background of [quick settings](#) and your list of all apps is either light or dark, based on the [wallpaper](#) you selected. To change this:

1. Go to **Settings** > **Display**.
2. Touch **Advanced** > **Device theme**.
3. Choose **Light** or **Dark**.

You can also change the background colour for:

- Your keyboard ([Learn how.](#))
  - Individual apps, such as Messages and Phone (Open the app, touch  or  and look for light/dark settings.)
- 

## Adjust colours at night

If you selected a [colour mode](#), it will resume outside of night hours.

### Automatically change the screen to amber

Your phone can automatically filter out blue light and adjust screen colours to warmer tones at night, making it easier to view and read in dim light. You might even fall asleep more easily.

1. Go to [Settings](#) > **Display** > **Night light**.
2. Touch **Schedule**, then:
  - To start and stop at specified times, touch **Turns on at custom time** and enter times.
  - To filter from dusk to dawn, touch **Turns on from sunset to sunrise**.

To adjust filter intensity, [open Quick settings](#), press and hold , then use the slider to change the intensity of the amber filter.

#### Turn it off

To temporarily switch back to regular colours from amber, [open Quick settings](#) and turn off  Night light.

To stop automatically changing to amber, select **Settings** > **Display** > **Night light** > **Schedule** > **None**.

## Automatically change screen to greyscale

To help you wind down at night, your phone can change to greyscale (black and white).

1. Go to [Settings](#) > **Digital Wellbeing & parental controls** > **Bedtime mode**.
2. Touch **Bedtime routine**, then set your schedule.
3. Touch **Customise** > **Screen options at bedtime**.
4. Turn **Greyscale** on .

### Turn it off

To temporarily switch back to regular colours from grayscale, [open Quick settings](#) and touch .

To stop automatically changing to greyscale at night, go to **Settings** > **Digital Wellbeing & parental controls** > **Bedtime mode** > **Customise** > **Screen options at bedtime** and turn **Greyscale** off .

---

## Choose colour mode

You can change the intensity of colour on your screen for a realistic or enhanced look.

1. Go to [Settings](#) > **Display**.
2. Touch **Advanced** > **Colours**.
3. Choose one:
  - To see the most accurate colours, touch **Natural**.
  - To see accurate colours with more vividness, touch **Boosted**.
  - To see the most vivid colours, touch **Saturated**.

### Tips:

- If colours don't appear as you expect, [troubleshoot the issue](#).
- If you're colour blind, use [colour correction](#) instead.

---

## Change screen timeout

### Change when your screen turns off

1. Go to [Settings](#) > **Display** > **Advanced**.
2. Touch **Sleep** and select the time of inactivity before your phone sleeps.

**Tip:** Set a shorter time to [extend battery life](#).

## Stay on until you look away

Use Attentive display to keep the screen on when you're looking at it and turn it off when you look away:

- Your screen won't dim or sleep when you're looking at it.
- Your screen will go to sleep quicker when it can't see you, saving battery.

In certain lighting conditions, your phone may have difficulty detecting when you've looked away.

To turn Attentive display on:

1. [Open](#) the **Moto** app.
2. Touch  > **Moto Display**.
3. Touch **Attentive display** and turn it on.

If you don't want to use Attentive display, then turn it off .

---

## Stop automatic rotation

### Prevent screen from rotating

[Open Quick settings](#) and turn  Auto-rotate off.

In this mode, you can manually rotate the current app. Touch  by the navigation buttons.



### Allow screen to rotate

To allow rotation for all apps, [open Quick settings](#) and turn  Auto-rotate on.

You can also adjust this in **Settings > Display > Advanced > Auto-rotate screen**

**Tip:** If your home screen isn't rotating but Auto-rotate is on, check your home screen settings. Touch and hold a blank spot on your home screen, then touch **Home settings > Allow Home screen rotation**.

---

## Change font and display size

You can make the text or other items on your screen smaller or larger for your comfort and convenience.

1. Go to [Settings](#) > **Display** > **Advanced**.
2. Do any of the following:
  - To adjust the size of text on the screen, touch **Font size**, then drag the slider to the size you want.
  - To adjust the size of icons and other screen elements, touch **Display size**, then drag the slider to the size you want.

**If you need more help seeing the screen,** [turn on accessibility features](#), like magnification to zoom in and out or a screen reader to hear audio descriptions of what you touch on the screen.

# Visual assistance

## Adjust colours if you are colour blind

- 1. Go to [Settings](#) > **Accessibility**.
- 2. Touch **Colour correction** and turn **Use colour correction** on .
- 3. Choose an option.

| How you see colours                                                      | Option to choose                  |                         |
|--------------------------------------------------------------------------|-----------------------------------|-------------------------|
| It's difficult to tell violet from blue. Yellow and green appear redder. | Deuteranomaly (red-green)         |                         |
| Colours aren't bright. Red, orange and yellow appear greener.            | Red-green (Red weak, protanomaly) | Protanomaly (red-green) |
| It's difficult to tell yellow and red from pink. Blue appears greener.   | Tritanomaly (blue-yellow)         |                         |

Colour correction is an experimental feature and might not work correctly everywhere on your phone. If colours don't appear as you expect, [troubleshoot the issue](#).

## Magnify the screen

You can magnify the screen by triple tapping it or by touching  by the [navigation buttons](#).

### Set it up

To set up the way to start (zoom in) and stop (zoom out) magnification:

- 1. Go to [Settings](#) > **Accessibility** > **Magnification**.
- 2. Select an option and turn it on 
  - To touch the screen three times, choose **Magnify with triple tap**.
  - To add  to the    buttons, choose **Magnify with button**.

### Use magnification

To zoom in/out:

- 1. Start magnification using the method you selected: triple tap, or touch .
- 2. Touch the area of the screen to magnify, then:
  - Drag two or more fingers to scroll.
  - Pinch two or more fingers to adjust zoom.

To zoom temporarily:

1. Touch .
2. Touch and hold anywhere on the screen, then:
  - Drag to move around the screen.
  - Lift your finger to zoom out.

You can't zoom in on the keyboard or the    buttons.

**Tip:** You can also adjust [font and display size](#).

## Use TalkBack to read screens

Hear descriptions of everything you touch.

### Enable TalkBack

1. Go to [Settings](#) > **Accessibility**.
2. Touch **TalkBack** and turn **Use service** on .
3. Touch **Settings** and set the options you want.

### When TalkBack is on

- Touch an item. Your phone speaks the name.
- Start typing. Your phone speaks each number or letter.
- Drag status bar down. Your phone speaks all of the notifications.
- Open a message, file or book. Your phone reads the text out loud.

### Change readout volume

- Press a Volume button to open volume settings, then use the  slider to adjust the level.
- Or, during voice readout, repeatedly press one of the Volume buttons.

### Stop readout

To pause or resume readout, press and hold both the Volume Up and Down buttons at the same time for three seconds, until you hear confirmation that TalkBack is on or off. You can change the associated accessibility feature with this [shortcut](#).

Or, turn TalkBack off:

1. go to [Settings](#) > **Accessibility**.
2. Touch **TalkBack** and turn **Use service** off .

## More assistance

You can also:

- [Use voice commands](#)
- [Dictate text](#) instead of typing

- [Set your phone to make confirmation sounds](#) after you touch or unlock the screen
  - [Assign a ringtone for notifications from specific apps](#)
- 

## Hearing assistance

### Turn on video captions

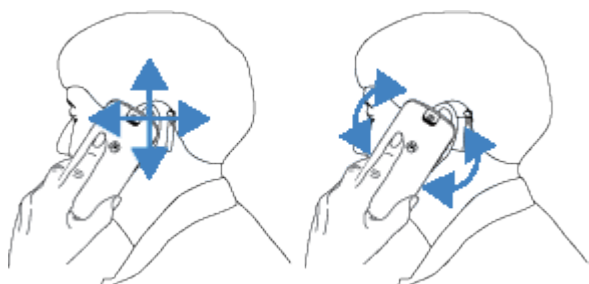
1. Go to [Settings](#) > **Accessibility**.
2. Touch **Captions** and turn **Use captions** on .
3. Specify options (language, text size and style) for closed captioning.

### Use hearing aids

To improve compatibility with hearing aids and reduce sound feedback:

1. Touch .
2. Touch  > **Settings** > **Accessibility**.
3. Turn **Hearing aids** on .

During a call, hold the phone to your ear, then rotate or move it to get the best position for speaking and listening.



### Set up TTY device

*Not all carriers support this feature.*

For text-based communication, you can use [text messaging](#) and [email](#).

If you prefer to connect to a TTY device:

1. Touch .
2. Touch  > **Settings** > **Accessibility** > **TTY mode**.
3. Select a mode:
  - **TTY full**: type and read text on your TTY device.
  - **TTY HCO**: type text on your TTY and listen to voice replies on your phone.
  - **TTY VCO**: speak into your phone and read text replies on your TTY.

4. Connect your phone and TTY with the audio cord that came with your TTY. Use the USB-C adapter that came with your phone.
- 

## Dexterity assistance

### Use external switch or keyboard

If you're unable to use a touchscreen, Switch Access lets you control the phone using external switches or keyboard keys to select items, scroll, enter text and more.

To use Switch Access, you must have one of the following:

- **An external switch.** USB or Bluetooth switch devices send keystroke signals to your phone.
- **An external keyboard.** Standard USB or Bluetooth keyboards can work as switch devices by assigning one or more keys to actions.

#### Set up Switch Access

1. Go to [Settings](#) > **Accessibility**.
2. Touch **Switch Access**.
3. Turn **Use service** on .
4. Follow the onscreen instructions to select:
  - Number of switches
  - Scanning options
  - Switch assignments

To adjust options for Switch Access later, go to **Settings** > **Accessibility** > **Switch Access** > **Settings**.

#### Use Switch Access

1. Connect the external device to your phone by [pairing with Bluetooth](#) or using USB. See the manufacturer's instructions for details.
  2. Press the assigned switch or key to scan and highlight items on the screen or to select highlighted items.
- 

## Use accessibility shortcuts

### Use accessibility menu

Get quick access to an accessibility menu that gives you better control of your phone.

To add the icon:

1. Go to [Settings](#) > **Accessibility**.
2. Touch **Accessibility Menu**.

3. Turn **Use service** on .

**Tip:** To increase the size of the buttons on this menu, touch **Settings**, then turn **Large buttons** on .

1. Use two fingers to swipe up from the bottom of the screen.

If you've set other [accessibility tools](#) to use this gesture, swipe up with two fingers and hold to switch between tools.

2. Choose an option from the menu.

To use the menu:

1. At the bottom of the screen, touch .

If you've set other [accessibility tools](#) to use this icon, touch & hold it to switch between tools.

2. Choose an option from the menu.

## Press Volume buttons for accessibility services

You can press the Volume buttons to turn an accessibility feature of your choice ([TalkBack](#), [Switch Access](#)) on or off.

### Enable the shortcut

1. Go to [Settings](#) > **Accessibility**.
2. Touch **Volume key shortcut**.
3. Turn **Use service** on .
4. To change the accessibility feature associated with the shortcut, touch **Shortcut service**.
5. To use the Volume buttons from the lock screen, turn **Allow from lock screen** on .

### Use the shortcut

Press and hold the Volume up and down buttons at the same time for three seconds.

You'll hear confirmation that the feature has been turned on or off.

## About security

### Screen lock options

To keep your phone secure, use a screen lock when it goes to sleep:

- [Set up a pattern, PIN or password](#) to unlock your phone.
- Add a Smart Lock to unlock automatically when connected to a [trusted device](#), when you're at a [trusted place](#) (such as home or work), with [facial recognition](#), or until you [set your phone down](#).
- You can access notifications and quick settings, start a call and open the camera from the [lock screen](#).
- You can [make emergency calls](#) on a locked phone. A locked phone still rings; you don't need to unlock it to answer.
- If you forgot your pattern, PIN or password, [follow these steps](#).

You can customise the lock screen by [adding your contact info](#). You can also [control which notifications appear on your lock screen](#).

### Fingerprint sensor

*Only some versions of this phone, sold in certain countries, support this feature.*

Quickly and easily verify your identity using the [fingerprint sensor](#) on your phone, instead of entering a password, PIN or pattern to unlock the phone, make online and in-store purchases, and sign into banking and financial apps.

You can [add and remove fingerprints](#).

Fingerprints:

- Are created from features of your fingertip, converted to a mathematical representation and then encrypted and stored only on the phone. No fingerprint images are ever stored.
- Are never shared with Google or Motorola.
- Are never shared with other apps. Your phone only shares the verification, not the fingerprint.

**Note:** A fingerprint screen lock may be less secure than a strong pattern or PIN lock. It is possible to unlock the phone using a physical copy of a matching fingerprint.

### NFC transfers

NFC (Near Field Communication) is a short-range wireless technology that lets you quickly [exchange information](#) between your phone and other NFC-enabled smartphones, smart accessories, and smart posters. You can also use NFC to [tap and pay](#) with your phone.

When you use NFC to communicate with other devices, you do so securely:

- NFC only works over a short range (a few centimetres), so it's unlikely that you'll connect by mistake. In order to snag your NFC signal, an eavesdropper would need to be uncomfortably close to you. And you would still have to accept the connection before sending or receiving information.
- Your phone uses the latest security, encryption, and authentication features to protect your personal information.

- You can turn off NFC when you're not using it. But even when NFC is ON, it's automatically disabled when your phone display is locked.

Along with these safeguards, only exchange information with others you know and trust.

## Additional security options

- [Protect your phone](#) in case it's lost or stolen. Use Find My Device.
  - [Connect to a virtual private network](#) if you need to access files on a secure network.
  - [Add a SIM lock](#) to prevent others from using your mobile plan and accessing account information if your phone is stolen.
  - [Prevent viruses](#) and other attacks on your data and privacy with Google Play Protect.
- 

## Protect against harmful apps

### Scan phone for harmful apps

Play Protect helps keep your phone secure by automatically scanning your apps, including sideloaded apps, to check for potentially harmful apps (malware).

If Play Protect finds a potentially harmful app, it stops the app from running and warns you so that you can uninstall it.

To see the results or to rescan:

1. [Open](#) the **Play Store** app.
2. Touch your profile icon  > **Play Protect**.
3. Review the results of the latest scan or touch **Scan**.

Play Protect is on by default.

To learn more, [read Google's help](#).

### If your phone seems slow

If you've scanned your phone to confirm there aren't any potentially harmful apps but your phone seems slow, [troubleshoot the issue](#).

---

## Make sure your phone can be found

Make sure your phone can be found. Find My Device allows you to remotely locate, lock and erase your phone.

If you ever need to find your phone, your phone will need to:

- Be turned on
- Be [signed in](#) to a Google account
- Be connected to mobile data or Wi-Fi

- Have [location services turned on](#). If location services are off, you can lock or erase the phone, but cannot locate it.
- Have Find My Device turned on

To check that Find My Device is on for your phone:

1. Go to [Settings](#) > **Security & location**.
2. Touch **Find My Device** and turn it on .

To confirm that you can find your phone, go to [android.com/find](https://android.com/find) on your phone or from a computer.

If you have lost your phone, consider calling your carrier to suspend your account. If your phone doesn't have a SIM lock and it's stolen, someone could use your SIM card.

## Set a screen lock

You can set up a screen lock to secure your phone. Each time you turn on your phone or [turn on the screen](#), you'll be asked to unlock it.

### Set or change screen lock

1. Go to [Settings](#) > **Security & location**.
2. Touch **Screen lock** and select the [type of lock](#) you want.

Some lock options aren't available if you added a [VPN](#) or a work (corporate) email account to your phone.

**Tip:** After you set up a pattern, PIN or password, you can [set up fingerprint security](#) to unlock your phone with the fingerprint sensor.

### Screen lock types

No lock:

- **None:** this gives no protection, but you can quickly access your Home screen.
- **Swipe:** swipe  up. This prevents accidental dialling but doesn't secure the phone.

Lock:

- **Pattern:** Draw a pattern on a grid.
- **PIN:** enter a four to sixteen digit numeric code. Longer PINs are more secure.
- **Password:** enter four to sixteen letters, digits or symbols for the password. A long, strong password is the most secure option.

When you're using any of the 3 locks, you can also [unlock with your fingerprint](#) and set your phone to [automatically unlock](#) in certain conditions.

### Unlock your screen automatically

If you're using a PIN, password or pattern, you can:

- Stay unlocked when [connected to a device](#), such as your car audio system.
- Stay unlocked at a [specific location](#).
- Stay unlocked when [holding or carrying](#) your phone.
- Unlock with [your face](#).
- Unlock with [your voice](#).

**Tips:**

- You can swipe up from anywhere on the screen when unlocking. You don't need to touch the  icon.
- Some of these options aren't available if you added a [VPN](#) or a work (corporate) email account to your phone.

## Remove screen lock

1. Go to [Settings](#) > **Security & location**.
2. Touch **Screen lock**.
3. Enter your current PIN, password or pattern to confirm your identity.
4. Select **None** or **Swipe**.

## Set advanced lock options

Use these options to control when your phone locks and whether your code is visible when you unlock. You can also [control what content is included on your lock screen](#).

### Set time before locking

Unless kept [unlocked automatically](#), your phone locks the screen five seconds after the screen turns off. To increase or decrease the amount of time before automatically locking the screen:

1. Go to [Settings](#) > **Security & location**.
2. Next to **Screen lock**, touch .
3. Touch **Automatically lock**, then select a duration.

### Stop Power button from instantly locking

You can manually lock your phone by pressing the Power button. If you want the Power button to turn off the screen but not lock it:

1. Go to [Settings](#) > **Security & location**.
2. Next to **Screen lock**, touch .
3. Touch **Power button locks instantly** off .

After the screen turns off, your phone will still lock after the time set for [the automatic lock](#).

### Hide your pattern

You can hide your PIN or pattern to prevent others from viewing it when you unlock your screen.

To hide patterns (if you're using a [pattern screen lock](#)):

1. Go to [Settings](#) > **Security & location**.
2. Next to **Screen lock**, touch .

3. Turn **Make pattern visible** off .

## Hide passwords

To control whether characters briefly display when you enter a password to unlock your phone or log in to websites and apps:

1. Go to [Settings](#) > **Security & location** > **Advanced**.
2. Turn **Show passwords** off .

---

## Unlock with trusted devices

### Set up trusted devices

You can keep your phone unlocked when it is connected to a trusted device, like your Bluetooth watch or car.

1. Make sure you have:
  - [Set a screen lock](#) on the phone.
  - [Turned on Bluetooth](#) on the phone.
  - Paired your phone with the device.
2. Go to [Settings](#).
3. Touch **Security & location** > **Smart Lock**.

If you don't see Smart Lock, try the following:

  - Update Google Play services. In the Google Search widget on your Home screen, search for 'Google Play services', then touch the app to open it in Google Play.
  - Go to **Settings** > **Security & location** > **Advanced** > **Trust agents** and enable **Smart Lock**.
4. Unlock your phone, then touch **Trusted devices** > **ADD TRUSTED DEVICE**.
5. Touch a device to select it from the list of connected devices.

**Tip:** If your device isn't in the list, make sure you are [paired](#) with it.

When the phone is connected to the device, the phone automatically unlocks.

### Remove trusted devices

1. Go to [Settings](#).
2. Touch **Security & location** > **Smart Lock**.
3. Unlock your phone, then touch **Trusted devices**.
4. Touch the device name and confirm that you want to remove it.

## Manually lock phone

If you need to make sure the phone stays locked even when you're connected to a trusted device, you can manually lock the phone.

On the lock screen, touch . The phone stays locked until the next time you manually unlock it.

---

## Unlock with your face

### Before using face matching

Keep in mind that:

- Looking at your phone can unlock it, even when you don't intend to.
- Your phone can be unlocked by someone who looks a lot like you.
- Your phone can be unlocked by someone else if it's held up to your face while your eyes are open. Keep your phone in a safe place. To prepare for unsafe situations, you can [turn on lockdown](#).

### Set up face matching

1. Make sure you have set a [screen lock](#) on the phone.
2. Go to [Settings](#) > **Security & location** > **Face unlock**.
3. Unlock your phone.
4. Follow the onscreen instructions. Be sure to frame your entire face with the outline.

Face matching data is stored securely on the phone.

Whenever you turn on or wake the phone, it will search for your face and unlock when it recognises you.

### Unlock your phone

1. Show your face to the lock screen.

 appears when the phone is looking for your face. When it recognises you, it unlocks and displays .

2. Swipe  up.

If it doesn't recognise you, it stays locked and displays one of these icons.

---

| Icon                                                                                | How to unlock                     |
|-------------------------------------------------------------------------------------|-----------------------------------|
|  | Use your password, PIN or pattern |
|  | Use the fingerprint sensor        |

---

## Turn off face matching

1. Go to [Settings](#) > **Security & location** > **Face unlock**.
2. Unlock your phone.
3. Touch **Delete face data**.

The phone will no longer recognise your face and the data is deleted. To turn it on again, set up face matching again.

## Fix an issue

If you're having trouble getting the phone to recognise your face:

1. Go to [Settings](#) > **Security & location** > **Face unlock**.
  2. Unlock your phone, then touch **Redo face scan**.
  3. Make sure that you are in a well lit environment. Avoid low light, strong light and backlit environments to ensure that the face image is clear.
  4. Follow the onscreen instructions.
- 

## Unlock at trusted places

### Set up trusted places

To avoid repeatedly unlocking your phone when you are at familiar and trusted locations (like home or work), use a Smart Lock. You can still manually lock the phone in trusted places when needed.

1. Make sure you have:
  - [Set a screen lock](#) on the phone.
  - [Turned on location services](#).
  - Enter your Home and Work locations in Maps if desired. To learn how, [read Google's help](#).

2. Go to [Settings](#).
3. Touch **Security & location** > **Smart Lock**.

If you don't see Smart Lock, try the following:

- Update Google Play services. In the Google Search widget on your Home screen, search for 'Google Play services', then touch the app to open it.
  - Go to **Settings** > **Security & location** > **Advanced** > **Trust agents** and enable **Smart Lock**.
4. Unlock your phone, then touch **Trusted places**.
  5. Set up your places:
    - If you added Home or Work locations in Maps, touch the location name and turn it on if desired.
    - To add a location, touch **Add trusted place**. Verify your current location to add it, or touch , type the address to add and touch **Select this location**.

## Manually lock phone

To lock your phone when you're in a trusted place, on the lock screen, touch . The phone stays locked until the next time you manually unlock it.

## Remove trusted places

1. Go to [Settings](#).
  2. Touch **Security & location** > **Smart Lock**.
  3. Unlock your phone, then touch **Trusted places**.
  4. Remove the location from your trusted places:
    - for your Home or Work locations in Maps, touch the location name to toggle it off. To remove the address entirely, you must remove it in Maps.
    - for custom places you have added, touch the location name, then touch .
- 

## Keep phone unlocked while it's on you

You can keep your phone unlocked while you're holding it in your hand or carrying it in your pocket or handbag. Just unlock it once, and it stays unlocked until you set it down (or manually lock it).

1. Make sure you have [set a screen lock](#).
  2. Go to [Settings](#).
  3. Touch **Security & location** > **Smart Lock**.

If you don't see Smart Lock, try the following:

    - Update Google Play services. In the Google Search widget on your Home screen, search for 'Google Play services', then touch the app to open it.
    - Go to **Settings** > **Security & location** > **Advanced** > **Trust agents** and enable **Smart Lock**.
  4. Unlock your phone, then touch **On-body detection**.
  5. Turn it on.
- 

## Unlock with voice commands

### Set up voice authentication

If you use 'Ok, Google' for [voice commands](#), you can use Smart Lock to unlock your phone when it recognises your voice.

1. Make sure you have set a [screen lock](#).
2. Go to [Settings](#).

3. Touch **Security & location** > **Smart Lock**.

If you don't see Smart Lock, try the following:

- Update Google Play services. In the Google Search widget on your Home screen, search for 'Google Play services', then touch the app to open it.
- Go to **Settings** > **Security & location** > **Advanced** > **Trust agents** and enable **Smart Lock**.

4. Unlock your phone, then touch **Voice Match**.

5. Turn **Access with Voice Match** on . If you haven't already set up the 'OK, Google' launch phrase, follow the onscreen instructions to record your voice.

6. Make sure that **Lock screen personal results** is on .

## Unlock your phone

1. At the [lock screen](#), say 'OK, Google'.

Your phone will unlock and be ready for commands.

2. [Speak a command](#) to perform a task.

If the phone does not recognise your voice, then unlock it with your password, PIN or pattern.

## Turn off voice authentication

1. Go to [Settings](#).

2. Touch **Security & location** > **Smart Lock**.

3. Unlock your phone, then touch **Access with Voice Match**.

4. Turn **Lock screen personal results** off .

---

## Use fingerprint security

### Set up fingerprint security

Use the [fingerprint sensor](#) to unlock your phone, make fast and secure online and in-store purchases and sign into bank and finance apps.

1. Go to [Settings](#) > **Security & location**.

2. Touch **Fingerprint**, then unlock your phone.

3. Follow the onscreen instructions to scan your fingerprint using [the sensor](#) on the back of your phone.

Fingerprints are [stored securely](#) on the phone.

### Add more fingerprints

Keep in mind that:

- If multiple users [share the phone](#), users should add their fingerprints from within their [user profile](#), instead of adding multiple fingerprints to your owner profile.

- Anyone whose fingerprints are added to a user profile can unlock the phone and authorise purchases with the associated [Google account](#) or apps.

Add a fingerprint for each finger you want to use with the sensor:

1. Go to [Settings](#) > **Security & location**.
2. Touch **Fingerprint** and enter your pattern, PIN or password to verify your identity.
3. Touch **Add fingerprint**.
4. Use the fingerprint sensor to scan another fingerprint.
5. Rename each fingerprint. Touch the current name, type a name and touch **OK**.

## Remove a fingerprint

1. Go to [Settings](#) > **Security & location**.
2. Touch **Fingerprint** and enter your pattern, PIN or password to verify your identity.
3. Touch  next to the fingerprint.

## Use a fingerprint to unlock your phone

To wake and unlock your screen, or any time you see  on the screen, touch the sensor to verify your identity.

**Tip:** You can temporarily tighten security by turning off fingerprint unlocking and lock screen notifications with [Lockdown mode](#).

## Use fingerprint to sign in to apps

To use the fingerprint sensor with third-party apps:

- Be sure the app supports fingerprint recognition.
- [Install](#) the app and open its settings to adjust options, like enabling fingerprint unlock.
- Consult the app's help info for more instructions.

## Why am I still asked for a PIN/pattern?

For maximum security, you still need to enter your pattern, PIN, or password:

- Every time you power up your phone
- When more than 72 hours have passed since you last unlocked the phone
- When you go to **Settings** > **Security & location** > **Fingerprint**
- When the sensor can't read the fingerprint

## Fix an issue

**Issue:** sometimes the sensor can't read your fingerprints.

Each finger has a unique print. If you've added only one fingerprint, add more for other fingers you want to use with the sensor.

The sensor may have trouble reading fingerprints if your finger is:

- wet
- oily
- dirty
- Injured

If a registered fingerprint isn't working as expected, [remove](#) and re-add the fingerprint. If your finger is injured, add fingerprints for your other fingers and use them until healed.

#### **Issue: Fingerprint option disappeared from Security & location menu.**

After each troubleshooting step, check to see if your issue is fixed.

1. Turn your phone off and then on again.
2. [Check if a software update is available](#) for your phone.
3. Check for app updates.

[Open](#) the **Play Store** app, then touch your profile icon  > **Manage apps and device**.

4. [Use safe mode](#) to see if apps you installed are causing the issue and uninstall as needed.

If the sensor works correctly in safe mode, a 3rd party app is probably causing the issue. These apps can cause issues: lock screen apps, app locks that use the fingerprint sensor, RAM boosters and RAM cleaners.

5. [Reset the phone](#).

---

## Change lock screen features

Use these options to control what content and features appear on your [lock screen](#).

You can also [control when your screen locks](#).

### Limit lock screen notifications

If you've [set a pattern, PIN or password](#), you can control which notifications show on your [lock screen](#).

1. Go to [Settings](#) > **Security & location**.
2. Touch **Lock screen preferences** > **Lock screen**.
3. Select whether or not to show notifications.

If you show notifications but hide sensitive content, then you'll receive notifications for incoming emails or chats, but they won't include message details.

### Add message to lock screen

To add your name or a short message to your [lock screen](#) for anyone who finds your phone:

1. Go to [Settings](#) > **Security & location**.
2. Touch **Lock screen preferences** > **Lock screen message**.

3. Type the text to display and touch **Save**.

**Tip:** Don't put your mobile number as contact info on your lock screen unless you can access your voicemail from another device.

## Quickly tighten lock screen security

Unlocking with the [fingerprint sensor](#) and setting up [automatic unlocking](#) make it easier to keep your phone secure and minimise when you need to enter your PIN, pattern or password. But sometimes you need to trade convenience for more security. You can temporarily tighten locks and prevent lock screen notifications.

To set it up:

1. Go to [Settings](#) > **Security & location** > **Lock screen preferences**.
2. Turn **Show lockdown option** on .

To use it:

1. Press and hold the power button.
2. Touch **Lockdown**.

Your fingerprint sensor and automatic unlock settings are disabled and notifications won't be displayed on your lock screen.

3. To exit Lockdown, unlock your phone with your PIN, pattern or password.

---

## Use location services

### About location information

You can let your phone use GPS, Wi-Fi networks, mobile networks and sensors to estimate your location. Apps that have your permission can use this information to deliver location-based services, such as the ability to check in, view commute traffic, find nearby restaurants or tag your photos with the location where you took them.

### Turn location on or off

To control what location information your phone can use:

1. Go to [Settings](#) > **Security & location** > **Location**.
2. Turn it  on or  off to give or remove permission to use your location information.

When it's off, your phone can't find your precise location or share it with any apps. However, turning this off disables many useful features and apps.

**Tip:** To add a Location tile to Quick settings, [open Quick settings](#). Touch . Then drag the Location tile to where you want it.

## Review apps using your location

To see which apps have recently accessed your location:

1. Go to [Settings](#) > **Security & location** > **Location**.
2. Under Recent location requests, review the list of apps that recently received your location.
3. To prevent an app from accessing your location:
  - a. Touch **App-level permissions**.
  - b. Turn **Location** off .

## Review services using your location

1. Go to [Settings](#) > **Security & location** > **Location** > **Advanced**.
2. Touch a service to open its settings:
  - **Earthquake alerts:** sends you an alert about nearby earthquakes with a magnitude 4.5 or more. (Not available in all countries.)
  - **Emergency Location Service:** [Sends your location to emergency responders](#) when you call or text an emergency number.
  - **Google Location Accuracy:** improves location accuracy for [Maps](#) and [Find My Device](#).
  - **Google Location History:** clear saved location details and turn location history on or off.
  - **Google Location Sharing:** view who's sharing your location, change sharing duration, and stop sharing.

## Fix an issue

### Issue: location isn't working

After each step, check to see if the issue is fixed.

1. [Turn location off](#) and then on again.
2. [Turn aeroplane mode on](#), wait 15-20 seconds, then turn it off again.
3. If you're using a case, remove it and check if GPS is working. The case might be obstructing the sensor.
4. [Check if Battery Saver is on](#). To save power, when Battery Saver is on, your phone disables location services.
5. Turn your phone off and then on again.
6. [Check for updates](#) to the Maps app. After updating the app, restart your phone.
7. [Clear the cache and data](#) for the Maps app.
8. [Use safe mode](#) to see if apps you installed are causing the issue and uninstall as needed.

If location works correctly in safe mode, a third-party app is probably causing the issue. A lot of apps use your phone's location. If these apps end up with corrupted files, it can affect your phone's location too.

### Issue: location isn't accurate

Turn accuracy on:

1. Go to **Settings** > **Security & location** > **Location**.
2. Touch **Advanced** > **Google Location Accuracy**.
3. Turn **Improve location accuracy** on .

When this setting is on, your phone uses GPS, Wi-Fi, mobile networks and sensors to get the most accurate location.

When it's off, your phone uses only GPS to find location, which can be slower and less accurate.

Let your phone scan for nearby Wi-Fi networks or Bluetooth devices:

1. Go to **Settings** > **Security & location**.
2. Touch **Location** > **Advanced** > **Scanning**.
3. Turn **Wi-Fi scanning** and **Bluetooth scanning** on .

---

## Pin your screen

### Turn on pinning

Use pinning to keep the current app in view until you unpin it. For example, you can pin a game and your child cannot navigate anywhere else on your phone.

You can set up a pattern, PIN or password required to unpin.

1. Go to **Settings** > **Security & location** > **Advanced** > **Screen pinning**.
2. Turn pinning on.
3. By default, you must always enter your pattern, PIN or password when unpinning a screen. If you don't want this security before accessing your other phone screens, turn this option off.

### Pin and unpin a screen

To pin a screen:

1. Make sure you've **turned on** screen pinning.
2. Open an app and go to the screen you want to pin.
3. Touch .
4. Touch the icon of whatever you want to pin.
5. Touch .

To unpin it:

1. Touch & hold  and  at the same time.
2. If you required a pattern, PIN or password when you **turned on pinning**, enter it to unlock the phone.

## Lock SIM card

### Set up SIM lock

*This feature is not available in all countries.*

Your SIM card came with a default PIN from your carrier. You can use it to set up an optional SIM card lock, which prevents others from using your mobile plan and accessing account information if your phone is stolen.

If you add a SIM lock, you will be prompted to enter the PIN each time you swap SIM cards or restart the phone.

1. Make sure you have the PIN your carrier provided with the SIM card. If you don't have it, contact your carrier.
2. Go to [Settings](#) > **Security & location** > **Advanced** > **SIM card lock**.
3. If your phone has dual SIM cards, touch the SIM to lock it.
4. Turn **Lock SIM card** on .
5. Enter your carrier-provided PIN and follow the onscreen instructions.

### Unlock SIM card

When prompted, enter the PIN used to set up the SIM lock.

**Caution:** If you enter an incorrect PIN multiple times, the SIM will be disabled.

### If you accidentally disabled the SIM

If you enter an incorrect PIN multiple times, the SIM will be disabled.

Contact your carrier for a PIN unlock key (PUK) to re-enable the SIM.

## Add or remove accounts

### Add Google account

When you set up your phone, you were prompted to add a Google account. If you skipped this, be sure to set one up now so you can download apps from Play Store, get a customised information feed and take full advantage of the Calendar, Gmail and other apps included with [your Google account](#).

To add a Google account:

1. Go to [Settings](#).
2. Touch **Accounts** > **Add account**.
3. Touch **Google** and follow the on-screen instructions to add an existing account or to create a new one.
4. Once the account is added, [Calendar](#), [Contacts](#) and other account features and apps are updated with information from that account. You can review and change what [syncs](#) with your phone for that account.

**Tip:** Keep your apps [up-to-date](#). To see if newer versions of the apps associated with your Google account are available, open the Play Store app and touch your profile icon  > **Manage apps and device**.

### Add email or app account

Accounts are automatically added when you:

- Set up [corporate email](#)
- Set up [personal email](#) for non-Gmail addresses
- Install apps that require a username/password to log in, such as messaging, shopping or streaming content

To review these accounts or add another:

1. Go to [Settings](#).
2. Touch **Accounts** > **Add account**.
3. Touch the type of account to add and follow the onscreen instructions.

If you don't see the type of account you want to add, [install](#) the related app from Play Store, then sign in to your account through the app.

4. Once the account is added, account-related features and apps are updated with information from that account. To review and change what [syncs](#) with your phone, touch the account type, then account name.

### Remove account

If you remove an account, information you [synced](#) will be removed from your phone, but it is not deleted from your account.

To remove an account:

1. Go to [Settings](#) > **Accounts**.

2. Touch the account name.
3. Touch **Remove account**.

**Tip:** If you have trouble removing a Corporate account, go to **Settings > Security & location > Advanced > Device admin apps** and turn off the app for the account, then try to remove it again.

---

## Change name and info in your Google account

You can update, add, and remove basic info for your Google account:

1. Go to **Settings > Google > Manage your Google Account**.
2. Touch **Personal info**.
3. Update information as needed. Add or change your profile picture, edit your name and birthday. [Learn more](#).

Forgot your Google password or want to change it? Learn how to [reset your password](#).

Other questions about your account? [Read Google's help](#).

---

## Sync apps with your Google account

### About syncing

#### What sync does

When your phone syncs, your Google apps refresh their data and you get notifications about updates.

#### Which apps sync

By default, [apps made by Google](#) sync automatically. You can turn auto-sync off and back on for individual apps.

Whether other apps (not made by Google) can sync varies by app.

#### If you turn off auto-sync

Turning off auto-sync doesn't remove the app or your data. It only stops the app from automatically refreshing your data.

To receive emails, calendar reminders or other notifications from Google apps, you'll need to sync manually.

### See which apps auto-sync

#### See which Google apps auto-sync

1. Go to **Settings > Accounts**.
2. Touch the account name.
3. Touch **Account sync**.
4. Review the list of your Google apps and when they last synced.

#### Check other apps

To see if your other apps can auto-sync:

1. Go to [Settings](#) > **Accounts**.
2. Review the list of accounts:
  - If the app isn't listed, then it can't auto-sync.
  - If it is listed, touch its name to see any sync options you can adjust.

## Turn off auto-sync

### Turn off for certain Google apps

1. Go to [Settings](#) > **Accounts**.
2. If you have multiple accounts on your phone, touch the one you want.
3. Touch **Account sync**.
4. Turn off the apps you don't want to auto-sync.

For example, sync your Calendar and Gmail but don't sync Drive.

### Turn off for your Google account

1. Go to [Settings](#) > **Accounts**.
2. Turn **Automatically sync data** off .

To collect messages, email, calendar or other app updates, you'll need to sync the accounts manually.

**Tip:** Turning off auto-sync can help save [battery life](#). To start auto-sync after your battery recharges, turn it back on .

## Sync manually

1. Go to [Settings](#) > **Accounts**.
2. Touch the account name.
3. Touch **Account sync** >  > **Sync now**.

## Fix an issue

Select an issue to see troubleshooting steps:

- [Account sync issues](#)
- [Forgot password for Google account](#)
- [Problems with Facebook, WhatsApp, other apps](#)

---

## Control what info Google collects

Google collects information from you to provide personalised services and tailored content, as outlined in the [Google Privacy Policy](#).

You can review, delete and control the information Google collects about you. Learn more from Google about:

- [Viewing and controlling](#) what information is collected (search, YouTube, recordings of your voice commands, location).
- [Deleting](#) your search history and other activity.
- [Reviewing](#) your location history.
- Any [other questions](#) about your account.

---

## Record your IMEI number

The IMEI (International Mobile Equipment Identity) number is the unique code that identifies your phone. You'll need it if you contact support regarding a warranty and it's important to have if your phone is stolen.

Service providers can use the IMEI to block a stolen phone from mobile networks, and many police departments keep a record of stolen phones using this number.

You may never need your IMEI number, but it's a good idea to record it, just in case.

To find the IMEI number:

1. Go to **Settings** > **System** > **About phone**.
2. See **IMEI** for your number.
3. Record and save the number where you can easily access it.

You can also find your IMEI number by dialling **\*#06#** in the Phone app. On some phones, the MEID HEX number is your IMEI number.

If your phone doesn't turn on, check the box that it came in or the receipt for the IMEI number.

---

## Find legal and product information

To view the electronic regulatory label for your phone, go to **Settings** > **System** > **Regulatory information**.

For safety, environmental, warranty and other legal information, go to **Settings** > **System** > **Legal information**.

Printed legal information may also be provided with your phone.

To find your phone's model or serial number, go to **Settings** > **System** > **About phone** > **Model & hardware** > **Model Number (SKU)**.

## Customise the keyboard

### Quickly access keyboard settings

When you're typing, touch & hold the comma key and drag it to  to customise your Gboard settings.

### Change how the keyboard looks

To change the background colour of your keyboard:

1. Go to **Settings** > **System** > **Languages and input** > **Virtual keyboard**.
2. Touch **Gboard** > **Theme**.
3. Select a colour to use as the background.
4. Touch **Apply**.

To adjust the keyboard's height for more comfortable typing:

1. Go to **Settings** > **System** > **Languages and input** > **Virtual keyboard**.
2. Touch **Gboard** > **Preferences** > **Keyboard height**.
3. Select the height you want.

### Adjust keyboard sounds

To control whether your keyboard makes sounds:

1. Go to **Settings** > **System** > **Languages and input** > **Virtual keyboard**.
2. Touch **Gboard** > **Preferences**.
3. To hear sounds when you type, turn **Sound on keypress** on .
4. To adjust how loud the sounds are, touch **Volume on keypress**.

### Adjust keyboard vibration

The [onscreen keyboard](#) vibrates when you touch a key. Turn off vibration feedback if you prefer not to use it or want to improve battery life.

To adjust keyboard vibrations:

1. Go to **Settings** > **System** > **Languages and input** > **Virtual keyboard**.
2. Touch **Gboard** > **Preferences**.
3. Do any of the following:
  - Turn **Haptic feedback on keypress** off or on.
  - If on, touch **Vibration strength on keypress** and move the slider.

## Disable glide typing

With [glide typing](#), you drag your finger over the letters in a word. If you want to turn this off and only use multi-touch typing:

1. Go to **Settings > System > Languages and input > Virtual keyboard**.
2. Touch **Gboard > Glide typing**.
3. Turn **Enable glide typing** off .

## Limit or turn off suggestions

1. Go to **Settings > System > Languages and input > Virtual keyboard**.
2. Touch **Gboard > Text correction**.
3. Adjust settings:
  - If you don't want predictions based on your previous word, turn **Next-word suggestions** off . You will only see [suggestions](#) for the current word you're typing.
  - If you don't want ANY suggestions, turn **Show suggestion strip** off .
  - You can also turn off (or on) offensive word blocking and suggestions for emoji, stickers and information from Contacts.

## Turn off auto-correction

1. Go to **Settings > System > Languages and input > Virtual keyboard**.
2. Touch **Gboard > Text correction**.
3. If you don't want words corrected while you type, turn **Auto-correction** off .

---

## Use multiple languages

### Change display language

You selected the language for your phone during setup. To change it:

1. Go to [Settings](#) > **System > Languages and input > Languages**.
2. Touch & hold the language you want and drag it to the first position in the list.
3. If you don't see the language you want, touch  to add it, then drag it to the first position.

All languages added to the list will appear on [the keyboard's spacebar](#).

To remove a language, go to **Settings > System > Languages and input > Languages**, then touch  > **Remove**. Select the language and touch .

### Add language to keyboard

If you want a keyboard for a language that isn't a display language:

1. Go to **Settings** > **System** > **Languages and input** > **Virtual keyboard**.
2. Touch **Gboard** > **Languages**.
3. Touch **ADD KEYBOARD**.
4. Select the language.
5. Touch **Done**.

Then, [switch between languages](#) on the keyboard by touching .

---

## Customise power button gesture

You can customise the Power button so that pressing it twice either opens [Google Assistant](#) or opens your camera.

1. Go to **Settings** > **System** > **Gestures**.
2. Touch **Double-press power key** and select what you want the gesture to do.

---

## Back up phone

### Back up to Google

You can automatically back up the following items to your [Google account](#):

- Apps and app data
- Call history
- Contacts
- Phone settings (including Wi-Fi passwords and permissions)
- Photos and videos (synced to [your Google Photos library](#), not to Google Drive)
- SMS text messages (if using  Messages)

**Tip:** Back up over [Wi-Fi](#) to prevent mobile data charges.

Not all apps back up data automatically. Check with the app developer.

To automatically back up to Google Drive:

1. Go to **Settings** > **System**.
2. Touch **Backup**.
3. Check that **Back up to Google Drive** is on . If needed, turn it on.
4. If you have multiple Google accounts, touch **Account** to select an account.
5. Follow the onscreen instructions.

To back up other files that aren't automatically backed up, such as attachments or downloads:

1. [Open](#) the  Drive app.

2. Touch .
3. Touch **Upload**, then choose the files or folder to upload.

## Manage your back up in Drive

On your phone:

1. [Open](#) the  Drive app.
2. Touch  > **Backups**.

To learn about managing phone backups from a computer, [read Google's help](#).

## Restore backed up data

When you [add your Google account to a phone](#), photos, contacts, settings and app data that you previously backed up to that account are restored onto the phone.

# Share your phone

## Ways to share your phone

- **Add users.** If you share your phone with family or friends, or within a business, you can set up a separate user space for each user.
- **Lend to people as guests.** This is a more temporary space that you or the guest can delete when you have finished.
- **Pin the screen.** This lets you keep one specific app or screen in view. For example, you can pin a game and your child cannot navigate anywhere else on your phone.

## About owners, users, and guests

The owner can:

- Determine whether users and guests can make phone calls and send text messages, which also allows them to see the phone's call history and text history.
- Reset, update, and uninstall any apps.
- Delete user and guests, removing any associated accounts and data from the phone.

Users and guests can:

- Set up [Google accounts](#) and other types of accounts.
- Set up a [screen lock](#).
- Customise the home screen and settings for their spaces.
- Add and delete apps for their spaces, and update any apps they use, regardless of who installed them.

**Important:** to prevent others from switching to your owner profile and accessing your information, set a [screen lock](#) before you share your phone with users or guests.

When sharing your phone with users and guests, some apps are only available to the owner, not to other users and guests.

## Switch users

Only the owner can switch to the guest profile for loaning the phone and can switch between user profiles.

To switch user profiles or see which is currently active, [open Quick settings](#). At the top of the screen, you'll see one of these icons after you've [set up a user](#) or [added a guest](#).

| Icon                                                                                | Meaning                                                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
|  | Owner (If you set up your profile in Contacts and included a picture, you'll see it and your name instead.) |



Guest



Added user

## Add, modify and remove users

### Add a user

You must be the device owner to add users.

1. to prevent others from switching to your owner profile and accessing your information, set a [screen lock](#) before you share your phone.
2. Go to [Settings](#) > **System** > **Advanced** > **Multiple users**. If needed, turn it on

**Tip:** To add users from Quick settings on your lock screen without unlocking the phone, go to **Settings** > **System** > **Advanced** > **Multiple users** and turn **Add users from lock screen** on .

3. Touch **Add user** > **OK**.
4. Give the phone to the new user to set up the profile.

### Restrict calls and messages

From your [owner](#) profile, you control whether users can call and send texts with your phone:

1. Go to [Settings](#) > **System** > **Advanced** > **Multiple users**.  
Or from quick settings, touch > **More settings**.
2. Next to the user name, touch .
3. To prevent the user from making calls or sending messages, switch off **Turn on phone calls & SMS**.

### Remove a user

You can remove yourself as a user. You must be the device owner to remove other users.

1. Go to [Settings](#) > **System** > **Advanced** > **Multiple users**.  
Or from quick settings, touch > **More settings**.
2. Do one of the following:
  - To remove yourself as a user, touch .
  - To remove other users if you are the device owner, next to the user name, touch .
3. Touch **Remove user**.

---

## Add or delete guest

### Lend to guest

Create a temporary profile for [sharing](#) your phone with someone.

1. Go to [Settings](#) > **System** > **Advanced** > **Multiple users**.
2. If you want to prevent the guest from making calls, touch  and switch **Turn on phone calls** off.
3. Touch **Guest**.
4. If you've lent your phone to a guest previously, touch **Start again** to clear the last guest settings, or touch **Yes, continue** to keep last guest settings.

### End guest session

1. Go to [Settings](#) > **System** > **Advanced** > **Multiple users**. Or from Quick settings, touch .
2. Touch **Remove guest** > **Remove**.

All data from and apps installed during this session are deleted.

---

## The phone is slow or unstable

If a **certain app is slow**, try these [app-specific troubleshooting steps](#).

If your phone is slow **when viewing online content**, it could be an issue with your connection. If you're on Wi-Fi, use a different Wi-Fi network, switch to mobile data or contact your Internet service provider. If you're using a mobile connection, switch to Wi-Fi.

If **all apps are slow**, it's probably an issue with your phone, not an app on your phone. Try these troubleshooting steps. After each step, check to see if the issue has been fixed:

1. turn your phone off and then on again.
    - Press and hold the Power button, then touch **Power off**.
    - If your phone is frozen, reboot it by pressing and holding the Power button for 7–10 seconds.
  2. Check for system updates.

Go to [Settings](#) > **System** > **Advanced** > **System updates**.
  3. Check for app updates.

Open the Play Store app and touch your profile icon  > **Manage apps and device**.
  4. [Check available storage](#) and clear space if needed.
- 

## Phone feels warm or hot

### Overview

It's normal for your phone to feel warm, or even hot, depending on how you're using it.

If your phone ever becomes too hot, it will ask you to turn it off so it can cool down. Some phones will stay on but limit the phone's capabilities until it cools down.

If your phone is too hot to touch, use a different phone, tablet or computer to contact [Motorola support](#).

### Reasons your phone may get warm

Doing one or more of the following activities may cause your phone to get warm:

- Playing videos, games or other media apps
- Using GPS navigation
- Tethering your phone or using it as a Wi-Fi hotspot
- Using your phone while it's [charging](#)
- Downloading or uploading a lot of data

### Ways to prevent your phone from heating up

- Pause resource-intensive features or apps until your phone cools down.

- Use the charger that came with your phone, or a charger that is compatible with your phone.
- Keep your phone away from direct heat or excessive sunlight.
- Don't keep your phone in enclosed or poorly ventilated areas where heat can easily build up.
- [Lower your phone's display brightness.](#)

## If you're not using or charging it

Sometimes a process can get stuck in the background. If your phone is hot but you're not using or charging it, turn your phone off and on again. This will stop the previously stuck process and resolve the issue.

---

## Phone won't turn on

If your phone isn't starting, has a black or blank screen or turns on but immediately turns off, try these steps to fix the issue.

1. Press and hold the Power button for 5-7 seconds or up to 30 seconds.  
This restarts (reboots) your phone.
  2. [Charge the phone.](#)  
If your phone has a [sign-of-life indicator](#), look for a white light near the top front of the phone. This indicates that the phone is charging but the battery is too low to power the screen.  
If you're having problems charging, [try these troubleshooting steps.](#)
  3. If you don't see a battery icon after you plug your phone in to charge, the issue could be with your screen. Check if your phone rings by calling it from another phone. If it rings, the issue is with your screen and you can [try these troubleshooting steps.](#)
  4. Perform an external phone reset. [Learn how.](#)
  5. If you have a Windows PC, [download](#) to your PC and try reinstalling the phone's system software.
- 

## Phone restarts or crashes

If your phone randomly reboots, restarts or shuts down without restarting, try the following.

1. Restart your phone:
  - a. Hold down the Power button for about 30 seconds.
  - b. If this doesn't work, charge your phone for at least 5 minutes. Then, while connected to the charger, restart by holding down the power button for 30 seconds.
2. Troubleshoot your phone:
  - a. [Check if a software update is available](#) for your phone.
  - b. [Check available storage](#) and [clear space](#) if needed.

You may see issues if your phone's internal storage is almost full. To free up space, remove unnecessary files and clear cached data.

3. Troubleshoot your apps:
    - a. [Check for app updates](#).
    - b. [Use safe mode](#) to see if apps you installed are causing the issue and uninstall as needed.  
If your problem doesn't go away in safe mode, restart your phone and continue to the next section.
  4. Reset to factory settings:

To remove any processes on your phone that may be causing the issue, you can [reset your phone](#) to factory settings.

A factory data reset will remove all data from your phone.
  5. If you have a Windows PC, [download](#) to your PC and try reinstalling the phone's system software.
- 

## Screen is frozen or won't respond

**Tip:** If your screen goes black when the phone rings so you can't answer the call, [clear data](#) for the Phone app.

If your phone freezes, stops responding or is stuck on a blank or white screen, try the following:

1. Restart your phone. Hold down the Power button for about 30 seconds.
2. If this doesn't work, charge your phone for at least 5 minutes. Then, while connected to the charger, restart by holding down the power button for 30 seconds.

**If your phone freezes again,** check for a larger issue:

1. Restart your phone to unfreeze it.
2. [Check if a software update is available](#) for your phone.
3. [Check available storage](#) and [clear space](#) if needed.

You may see issues if your phone's internal storage is almost full. To free up space, remove unnecessary files and clear cached data.

4. [Check for app updates](#).

**If you can't unfreeze the phone,** [reset your phone](#) to factory settings to remove any processes that may be causing the issue.

A factory data reset will remove all data from your phone.

---

## Screen displays wrong colours

### Everything is greyscale, black and white

Go to **Settings > Digital Wellbeing & parental controls > Bedtime mode > Customise > Screen options at bedtime** and turn **Greyscale** off .

### Everything is negative, reversed colours

Go to **Settings > Accessibility > Colour inversion** and turn it off .

## Tones, hues are different or missing

- If the screen shows warmer tones than usual, check [quick settings](#). If  **Night light** is on, turn it off.
- If certain colours appear diminished or their hues are different, go to [Settings](#) > **Accessibility** > **Colour correction** and turn **Use colour correction** off .

## Background turned dark/light

Go to [Settings](#) > **Display** > **Advanced** > **Device theme** and choose **Light** or **Dark**.

---

## SD card issues

### Phone doesn't recognise new SD card

If your phone isn't recognising a new card that you [inserted](#), try these steps. After each step, check to see if the issue is fixed.

1. Turn your phone off and then on again.
2. Inspect card for damage or alignment issues:
  - a. Turn your phone off and [remove](#) the card. Inspect for damage. If not damaged, reinsert the card.
  - b. Be sure the card sits completely in its slot and that the tray slides easily into the phone.
  - c. Turn the phone on.
3. Check that the card is mounted:
  - a. Go to [Settings](#) > **Storage**.
  - b. If you see **Ejected** under the card name, touch the name, then touch **MOUNT**.
  - c. Turn your phone off and then on again.
4. Check that the card's type and capacity is [compatible with your phone](#). If not, use a different SD card that meets the requirements.
5. Insert a different SD card to confirm that the issue is with the original card and not with your phone.

### Phone cannot format SD card

Try the following:

- Check that the card's type and capacity is [compatible with your phone](#). If not, use a different SD card that meets the requirements.
- Try formatting the card using an SD card reader and an SD card formatter app on a Windows computer.

### Phone stopped reading SD card

After each step, check to see if the issue is fixed:

1. Turn your phone off and then on again.

2. Inspect card for damage or alignment issues:
  - a. Turn your phone off and [remove](#) the card. Inspect for damage. If not damaged, reinsert the card.
  - b. Be sure the card sits completely in its slot and that the tray slides easily into the phone.
  - c. Turn the phone on.
3. Check that the card is mounted:
  - a. Go to [Settings](#) > **Storage**.
  - b. If you see **Ejected** under the card name, touch the name, then touch **MOUNT**.
  - c. Turn your phone off and then on again.
4. If the card is formatted as portable storage, use another device to check if the card is readable:
  - a. Insert card into another device.
  - b. If that device can read the card and files are present, back up files to your computer.

This won't work for cards formatted as [internal storage](#).
5. Check for errors with a USB SD card reader connected to a Windows computer:
  - a. Insert the card into a USB card reader.
  - b. Open My Computer, right-click on the SD card and select **Properties** > **Service** > **Check disk for errors**. Depending on the size of your card and usage, this process could take up to an hour.
6. Reformat card using an SD card reader and an SD card formatter app on a Windows computer. Formatting the card erases all data on the card. Before you reformat, if you can access your SD card files from your PC, copy them to your computer. Then, use the SD card formatter app to format your card to FAT32.
7. Try a new SD card.

## Apps can't view files on SD card

If none of your apps can view files on the card:

1. Install a different file manager app from Play Store. Use that app to check whether files are visible on the card.
2. Check whether files are visible using a Windows computer:
  - a. Turn your phone off and [remove](#) the card.
  - b. Put the card in the computer's SD card slot or a connected USB SD card reader.

If a specific app can't view files on the card:

1. Open the app from which files are missing.
2. In the app's settings, set the storage location to be the SD card, not internal or phone memory.

## Computer can't view files on SD card

After each troubleshooting step, check to see if your issue is fixed:

1. Use a USB cable that is capable of data transfer and isn't for charging only.
2. Be sure you have [set the USB connection type](#) to allow file transfer.

---

## Troubleshoot issues with calls

Select the statement that best describes your issue:

- [Can't make calls](#)
  - [Can't answer calls](#)
  - [Phone doesn't ring](#)
  - [Don't get calls/texts](#)
  - [People can't hear me](#)
  - [Other issues during calls](#)
- 

### Can't make calls

After each troubleshooting step, check to see if your issue is fixed.

#### icon is missing

If  has disappeared from your home screen, you just need to [add a shortcut](#) for the Phone app.

### SIM card not recognised

If you see  or  in the [status bar](#) or a message that the SIM is not recognised:

1. Turn your phone off and then on again.  
  
Press and hold the Power button, then touch **Power off**. Then turn it on to establish a new connection with the network.
2. Do one of the following:
  - If your phone allows one SIM card, turn your phone off, then [remove](#) and reinsert the SIM.
  - If your phone allows dual SIMs, disable the SIM, then enable it again. Go to [Settings](#) > **Network & Internet** > **SIM cards**. Turn the SIM off . Then turn it on .

If one of the two SIMs is working, [remove the SIM](#) that is not recognised and try it in the other SIM slot. If it doesn't work in the other SIM slot, then the issue is with the SIM card and you need a replacement from your carrier.
3. Contact your carrier to make sure your account is set up properly.
4. Ask your carrier to replace the SIM card.
5. Perform an external phone [reset](#).

### No signal

1. If you usually have a signal  but the [status bar](#) shows  in your current location, move to another area where you can receive a signal, such as outside. If you're uncertain whether your carrier provides service in that location, check the coverage map on your carrier's website.

2. If [aeroplane mode](#) is on, turn it off.
3. Turn your phone off and then on again.
4. [Check for app updates](#).
5. [Check if a software update is available](#) for your phone.
6. Check that the **Preferred network type** is set to **Global**. ([Settings](#) > **Network & Internet** > **Mobile network** > **Advanced** > **Preferred network type**.) If you're experiencing service issues when it is set on **Global**, try a different setting. Not all carriers support this feature.
7. [Remove your SIM card](#) and reinsert.
8. [Use safe mode](#) to see if apps you installed are causing the issue and uninstall as needed.
9. [Reset the phone](#).

## Have signal, but can't make calls

1. Turn your phone off and then on again.  
Press and hold the Power button, then touch **Power off**. Then turn it on to establish a new connection with the network.
2. [Clear the cache](#) for the Phone app.
3. [Use safe mode](#) to see if apps that you installed are causing the issue and uninstall as needed.
4. [Check if a software update is available](#) for your phone.
5. [Reset the phone](#).

## Consistently busy signal

### Outbound calls

1. If you hear a fast busy signal when you call a number, all cellular circuits may be in use, preventing the call from going through. Try calling again later.
2. If you hear a fast busy signal every time you call the same number, your number may be blocked by an app. Try calling from a different number.

### Incoming calls

If you have a signal and can make calls but callers tell you they consistently get a busy signal when calling you, check that you haven't [blocked their numbers](#).

---

## Can't answer or the phone doesn't ring

After each troubleshooting step, check to see if your issue is fixed.

## Phone doesn't ring or ring loud enough

1. [Check your volume setting](#).

2. Look for  in your [status bar](#). If you see it:
  - [Open Quick settings](#) and touch  to turn Do Not Disturb off. Your phone will ring for incoming calls.
  - Make sure your phone is set to [screen calls](#) at the appropriate times.
3. Check that your [ringtone](#) is not set to **None**.
4. Is your phone connected with a [Bluetooth device](#)? If so, all audio is routed to the Bluetooth device.
5. If you're using a ringtone that you installed, try using a ringtone that came with the phone.
6. Use [Safe mode](#) to see if apps you installed are causing the issue and uninstall as needed. Begin with application types like launchers, task killers, or anti-virus apps.

## Can't answer ringing phone

1. Check that notifications are enabled for the Phone app.  
Touch & hold , then touch  > **Notifications** and make sure they are on .
2. [Clear the data](#) for the Phone app.  
Touch & hold , then touch  > **Storage** > **Clear storage**.

## Consistently busy signal

### Outbound calls

1. If you hear a fast busy signal when you call a number, all cellular circuits may be in use, preventing the call from going through. Try calling again later.
2. If you hear a fast busy signal every time you call the same number, your number may be blocked by an app. Try calling from a different number.

### Incoming calls

If you have a signal and can make calls but callers tell you they consistently get a busy signal when calling you, check that you haven't [blocked their numbers](#).

## Don't get calls/texts

1. If [aeroplane mode](#) is on, turn it off.
2. Turn your phone off and then on again.
3. [Check for updates to your phone and messaging app](#).
4. [Check if a software update is available](#) for your phone.

## Calls go to voicemail

Check your **Do Not Disturb** settings:

1. Look for  in your [status bar](#). If you see it, then your phone is sending calls to voicemail so you're not interrupted. To have your phone ring for incoming calls, open quick settings and touch  to [turn off Do Not Disturb](#).
2. [Check your schedules for Do Not Disturb and delete any that you don't want](#).

3. If you're using [Bedtime mode](#) but don't want to send calls to voicemail when you're sleeping, touch **Settings > Digital Wellbeing & parental controls > Bedtime mode > Customise** and turn **Do Not Disturb for Bedtime mode** off .
- 

## Issues during calls

After each troubleshooting step, check to see if your issue is fixed.

### Screen goes black

1. If you are using a case, cover or screen protector, remove it and see if it was causing the issue.
2. Check your [proximity sensor](#).  
Make a call and place the phone on a table (don't use speaker mode), then hold your hand over the proximity sensor to see if you can turn the screen off and on.
3. [Use safe mode](#) to see if apps that you installed are causing the issue and uninstall as needed.

### Calls are dropping

1. Check your signal strength:
  - Weak signal from your mobile provider is a common cause of dropped calls. In the [status bar](#), see how many bars your network connection has. If you see only one or two bars, change locations to improve your signal strength, particularly if you are indoors.
2. Turn your phone off and then on again.  
Press and hold the Power button, then touch **Power off**. Then turn it on to establish a new connection with the network.
3. During a call, check that the [proximity sensor](#) works by covering it to confirm that it turns off your screen, preventing accidental touches during calls. You can also download an app to automatically lock your screen during calls; search for 'call screen lock' on Play Store.
4. [Use safe mode](#) to see if apps that you installed are causing the issue and uninstall as needed.
5. [Check if a software update is available](#) for your phone.
6. [Reset the phone](#).

### People can't hear me on calls

1. Check that nothing is covering the [microphone](#):
  - If you are using a case, cover or screen protector, remove it and see if it was causing the issue.
  - Check that the protective film that was shipped with the phone has been removed.
2. Check to see if your phone is using Voice privacy. (This feature is not available on all models.) Turn it off to see if sound quality improves:
  - a. Touch .
  - b. Touch  > **Settings > Calls**.
  - c. Turn off **Voice privacy**.

3. If the issue occurs while using the speakerphone or a Bluetooth headset, check your signal strength.  
In the [status bar](#), see how many bars your network connection has. If you see only one or two bars, change locations to improve your signal strength, particularly if you are indoors.
4. Turn your phone off and then on again.  
Press and hold the Power button, then touch **Power off**. Then turn it on to establish a new connection with the network.
5. [Check if a software update is available](#) for your phone.
6. Turn off Voice Match.
  - a. Open the Google app.
  - b. Touch your profile icon  > **Settings** > **Assistant** > **Hey Google & Voice Match**.
  - c. Turn **Hey Google** off .

Saying 'OK, Google' won't work from all screens but you can touch the search widget first, then say 'OK, Google'.
7. [Use safe mode](#) to see if apps that you installed are causing the issue and uninstall as needed.
8. [Reset the phone](#).

## People can't hear me on apps like Meet or WhatsApp

1. [Force stop the app](#). This completely shuts down the app, including any background services that may be causing your issue.
2. [check for updates to the app](#).
3. Turn your phone off and then on again.
4. [Clear the app's cache](#).

## Poor sound quality on calls

Start by checking your [volume](#) setting. You can only adjust the call volume with the volume buttons while you're on a call.

### Wired headset

1. Make sure the headset is inserted completely into the [headset jack](#).
2. If you are using a case or cover, remove it and re-insert the headset to see if it was interfering.
3. Try a different headset to determine if the issue is with the original headset.

### Earpiece

1. Check that nothing is covering the [microphone](#):
  - If you are using a case, cover or screen protector, remove it and see if it was causing the issue.
  - If the phone was delivered with a protective plastic film, remove the film.
2. While in a call, try using the speakerphone or a wired headset to see if the sound quality improves. If it doesn't, the issue is probably network signal strength instead of hardware.

3. Turn your phone off and then on again.

Press and hold the Power button, then touch **Power off**. Then turn it on to establish a new connection with the network.

4. [Use safe mode](#) to see if apps that you installed are causing the issue and uninstall as needed.
5. [Check if a software update is available](#) for your phone.
6. [Reset the phone](#).

#### **Bluetooth device**

Check the battery level of the Bluetooth device and phone, and charge if necessary. [Paired Bluetooth devices](#) may disconnect or create noise when the phone or Bluetooth battery are low.

---

## Charging issues

Try these troubleshooting steps. After each step, check to see if your issue is fixed.

1. Make sure that the [USB plug](#) fits securely into the phone.
2. If the battery is completely depleted, connect the charger and wait about 10 minutes until it has enough voltage to charge, then press the Power button.
3. If you're charging by connecting to a wall outlet:
  - If the outlet is controlled with a switch, check that it is turned on.
  - Use the charger that came with the phone, or a charger that is compatible with your phone.
  - Remove any cases to see if they are impeding the charger/port connection.
  - Inspect the charger for damage to the wire or plug. If you see damage, try charging by connecting to your computer with a USB cable.
  - Check the outlet for damage or loose parts. If you see damage, try another outlet.
4. If you're charging by connecting to your computer, check the USB connection:
  - a. Swipe the [status bar](#) down.
  - b. On the USB notification, touch , then touch the notification.
  - c. Touch **No data transfer**.
5. Reboot the phone by holding the Power button for 7–10 seconds.
6. [Reset the phone](#).

## Phone gets hot while charging

The TurboPower charger, which provides efficient, rapid charging can cause the battery to heat up, which is normal. If the battery reaches 111 degrees (F), the charging rate slows down. Once the battery cools down, the charger begins rapid charging again.

## TurboPower charging not working

When the battery is below 78%, the TurboPower charger charges rapidly. When the battery is at 78% or higher, it charges at regular speed.

If your battery is below 78% and isn't charging rapidly, disconnect your phone from the charger and plug it back in again.

---

## Battery drains too fast

### Battery life varies

The way you use your phone can really affect how long you can go before recharging your battery. Navigating, playing games, browsing the web, making calls and texting all require energy. So your battery life may vary day to day, depending on what you're doing.

## If your battery is draining faster than expected

If your battery life seems shorter than usual, a quick and easy step is to reboot your phone, especially if you haven't turned it off in over a week.

1. Press and hold the power button.
2. Touch **Restart**.
3. Plug your phone in and charge it normally.

**Tip:** You can adjust settings to [extend your battery life](#).

## Bluetooth issues

### Bluetooth turning on automatically

After each step, check to see if your issue is fixed:

1. When Bluetooth is off, your phone can still scan and automatically connect to a previously paired device. To prevent this, [turn off Bluetooth scanning](#).
2. Some third-party apps that control Bluetooth devices (smart watches, fitness and vehicle monitors etc.) automatically turn Bluetooth on. If they do, this can prevent you from turning Bluetooth off.

To check if a third-party app that you installed is automatically turning Bluetooth on, use [safe mode](#) to identify the problematic app, then uninstall it.

### Can't pair

After each step, check to see if your issue is fixed:

1. First, [check the basics](#).
2. Make sure that the phone and Bluetooth device are in discovery mode.
3. Refresh the available devices list:
  - a. Go to [Settings](#) > **Connected devices**.
  - b. Touch **Pair new device**.
4. Check if a [software update](#) is available for your phone.
5. If you're having trouble pairing with your car, see the car manufacturer's instructions for your model.
6. [Reset](#) the phone's connections, then power cycle the phone.

### Can't reconnect previously paired device

Unpair the Bluetooth device, then pair it again:

1. Go to [Settings](#) > **Connected devices** > **Previously connected devices**.
2. Next to the paired device, touch  > **FORGET**.
3. [Pair the device](#) again.

### Can't hear music

After each step, check to see if your issue is fixed:

1. First, [check the basics](#).
2. Check that the volume is up on your phone, car or Bluetooth device.
3. Check that other devices paired with your phone aren't playing the music.

4. Check that **Media audio** is on:
  - a. Go to **Settings** > **Connected devices**.
  - b. Next to the paired device, touch .
  - c. Make sure **Media audio** is ticked.
5. If the problem is with a car, check the car's instructions.

## Can't make or hear on calls

After each step, check to see if your issue is fixed:

1. Check that other devices paired with your phone aren't receiving your calls.
2. Check that **Phone audio** is on:
  - a. Go to **Settings** > **Connected devices**.
  - b. Next to the paired device, touch .
  - c. Make sure **Phone audio** is ticked.
3. If the problem is with a car, check the car's instructions.

## Connection drops

After each step, check to see if your issue is fixed:

1. Check battery level on your phone and on the Bluetooth device and charge if needed. Bluetooth devices may disconnect or create noise when the phone or Bluetooth battery is low.
2. Adjust positioning:
  - Make sure you are wearing or positioning the device appropriately.
  - Keep metal objects such as keys or coins away from the phone and device to avoid interference.
3. Clear data for this system app:
  - a. Go to **Settings** > **Apps & notifications**, then touch **>**.
  - b. Touch  > **Show system**.
  - c. Touch **Bluetooth** > **Storage** > **Clear storage**.

## Paired device can't see contacts

Check that contact sharing is on:

1. Go to **Settings** > **Connected devices**.
2. Next to the paired device, touch .
3. Make sure **Contact sharing** is on.
4. Check and adjust sharing settings on the paired device or in the device's app.

## Fix it: check the basics

After each step, see if your issue is fixed:

1. Check battery level on your phone and Bluetooth device, and charge if either is low.
2. Keep the phone and Bluetooth device within 30 feet of each other, and closer for better performance.
3. On your phone, turn Bluetooth off and then on again.
4. Turn off the Bluetooth device to disconnect it, then turn it back on to automatically [reconnect](#) with the phone.
5. Power cycle both your phone and the Bluetooth device.

If that doesn't fix it, follow the steps for specific problems in the sections above.

---

## Wi-Fi issues

After each troubleshooting step, check to see if the issue is fixed.

### Can't connect to a network

1. When you [enter the password](#) to connect:
  - Get the password from the Wi-Fi router and make sure you enter it correctly on your phone.
  - If the **CONNECT** button is greyed out, the password you entered isn't long enough. Confirm the router's password and re-enter it on your phone.
2. Check if a [software update](#) is available for your phone.
3. Check that the Wi-Fi router firmware is up to date.
4. [Reset the phone's network connections.](#)
5. [Reset the phone.](#)

### Connection drops

After each troubleshooting step, check to see if the issue is fixed.

1. Turn off [Wi-Fi scanning](#).
2. [Remove the network connection.](#) Then set up the Wi-Fi connection again.
3. Check if a [software update](#) is available for your phone.
4. Restart your wireless router by unplugging it from the power outlet for about 30 seconds and then plugging it back in. Once the wireless router is running again, try to reconnect.
5. On a computer, log into your router and try adjusting one or more of these router settings:
  - If the router has multiple bands, disable the lower band.
  - Change the encryption/security setting of the SSID from WPA-password to WPA-PSK.
  - Don't use automatic channel selection. Instead, assign a fixed channel, such as Channel 6.
6. [Reset the phone's connections.](#)

### Hotspot problems

If you can't turn your hotspot on, check that:

- [mobile data is on.](#)
- [Data Saver is turned off.](#)

If you can't connect a computer or tablet to your phone's Wi-Fi [hotspot](#):

1. The mobile network for your phone may not be in range. Check the signal icon in your status bar to ensure you have strong connection. If not, [try these troubleshooting steps](#).
2. Re-enter the password on the device to match the [hotspot password](#) set up on your phone. Make sure that the encryption type and security settings match on the device and your phone.
3. Disconnect and then reconnect:
  - a. Turn off the connection from your device.
  - b. Turn off the phone's hotspot.
  - c. Restart your device.
  - d. Wait for 1 minute, then turn on and [enable](#) the hotspot on your phone.
  - e. Reconnect the device.

If you've connected a computer or tablet but can't access certain websites:

1. Power cycle your computer or tablet.
  2. Make sure the browser version is up to date.
- 

## Can't transfer files or connect to computer

If you're having problems using a [USB connection](#) to connect your phone to your computer, try these troubleshooting steps.

### Check your computer

#### Windows computer

1. Check your computer's settings to make sure that Windows automatically detects new hardware.
2. Restart your computer.

#### Mac computer

- Check that your computer is running Mac OS X 10.5 and up.
- Check that your computer has [Android File Transfer](#) installed and open it.
- Restart your computer.

### Check your phone

1. Check if a [software update](#) is available for your phone.
2. Hold down your phone's power button for 5-7 seconds, or up to 30 seconds.

### Check your USB connection

1. Try a different USB cable. Not all USB cables can transfer files.

2. To test the USB port on your phone, connect your phone to a different computer.
3. To test the USB port on your computer, connect a different device to your computer.

---

## Forgot the unlock code

If you have forgotten your PIN, pattern or password for unlocking your screen, you need to erase your phone, set it up again and set a [new screen lock](#).

1. Make sure that you know your Gmail address and password, which you'll need when setting up the phone. If you've forgotten them, use Google's [website](#) to retrieve them.
  2. Perform an [external reset](#) of your phone.
- 

## Can't sign in to Google

If you've forgotten the Gmail address and password for your Google account:

1. Visit [Google's website](#) to reset the password.
  2. On a computer, log in to Gmail and confirm that the new password works.
  3. Wait 24 hours after changing your password before resetting your device. For security, you can't use an account to set up a phone after reset if that password changed within 24 hours.
- 

## Account sync issues

If your account is having problems syncing, you may see a message or an  icon.

In most cases, these issues are temporary and your account will sync again after a few minutes. If you keep having sync issues, try the solutions below.

### Sync account manually

1. Go to [Settings](#) > **Accounts**.
2. Touch the account to sync.
3. Touch **Account sync**.

If your phone syncs, your issue is fixed. If not, try the troubleshooting solutions below.

### Basic troubleshooting

After each troubleshooting step, try manually syncing to test if sync works.

1. Check that auto-sync is on.
  - a. Go to [Settings](#) > **Accounts**.
  - b. Touch the account.

 by the account name means that some or all of the account's information is configured to auto-sync.

 by the account name means that the account will not auto-sync.

2. Make sure your Internet connection works.

For sync to work, you need an Internet connection. To test if your connection is working, open a browser and load a website. If the website doesn't load, get help connecting to [Wi-Fi](#) or to [mobile data](#).

3. Check if you have account issues.

For sync to work, you must be able to sign in to your Google account. Make sure that you can sign in to your account in other ways and on another device. For example, try checking your Gmail with your computer's browser.

- If you can sign in, the issue is with your phone. Move on to the next solution.
- If you can't sign in, [your account may have an issue](#).

4. Check if a [software update](#) is available for your phone.

## Advanced troubleshooting

After each troubleshooting step, try manually syncing to test if sync works.

1. [Remove and re-add](#) your account.
2. Clear the cache and data for the Contacts app.
  - a. If you've saved any contacts since you last synced, back them up. Open the **Contacts** app, then touch  > . Then export to a VCF file and email the file to yourself.
  - b. Clear the [cache and data](#) for the Contacts app.
  - c. Download the VCF file that you emailed to yourself, then import those contacts (**Contacts** app >  > ).

## App or widget issues

### App or widget missing from Home screen

If a widget disappeared from your [home screen](#), then [add the widget](#) by touching and holding an empty spot on your home screen.

If an app disappeared from your home screen, the shortcut for opening the app was removed and you just need to [add a shortcut](#).

If an app disappeared from your list of all apps, you need to [reinstall](#) it.

### Where are my icons?

If you're using the  navigation bar, the    icons are hidden. To restore these icons, [turn off](#) the navigation bar.

### App crashes, won't open or isn't working

After each step, check to see if the issue is fixed:

1. Turn your phone off and then on again.  
Press and hold the Power button, then touch **Power off**.
2. Check that you have not disabled permissions for the app. If any permissions are turned off, [turn them on](#) and try using the app again.
3. [Update the app](#).
4. [Force stop the app](#). This completely shuts down the app, including any background services that may be causing your issue.
5. [Clear the app's cache](#). This frees up space by removing temporary files.
6. [Clear the app's data](#). This erases all data saved in this app.
7. Contact the app's developer.
  - a. [Open](#) the Play Store app.
  - b. Touch your profile icon  > **Manage apps and device**.
  - c. Touch the app and swipe down to see contact information.
8. If all else fails, [delete the app](#).

**Tip:** To figure out which third-party app is causing performance problems, [use safe mode](#).

### App disabled in safe mode

If apps are disabled because you're in [safe mode](#), you can't use them until you exit safe mode.

To exit safe mode, turn your phone off and then on again.

## If you can't update apps

If you see apps waiting to update that are stuck in 'Pending' status, update the  Chrome app first.

1. On the 'Pending downloads' screen, cancel all downloads.
2. Swipe to  **Chrome** and touch **Update**.
3. After Chrome has updated, touch .  
Apps will now update normally.

## Problems with app you installed

After each step, check to see if the issue is fixed:

1. Check for [updates](#) to the app.
2. If you can open the app, touch  or  > **Help** and look for troubleshooting information.
3. [Clear the app's cache](#).
4. Go to the developer's website for support.
  - a. [Open](#) the Play Store app.
  - b. Touch your profile icon  > **Manage apps and device**.
  - c. Touch the app and swipe down to see a link to the website.

---

## Camera issues

### Photo looks blurry

Wipe the lens clean with a soft, dry cloth and take the photo again.

If new photos still look blurry:

- Increase resolution (photo size) in the Camera app. A smaller photo size results in lower image quality.
- Avoid zooming when taking a photo. Pixelation always occurs when you zoom a digital photo. If you use zoom during the shot itself, pixelation will be more evident.
- If you're indoors and taking a panoramic photo, switch to regular mode. Panorama works best for outdoor shots; the algorithm that stitches the images together isn't optimized for indoor, up-close shots.

### Accidentally deleted photos

You can try to [recover](#) recently deleted photos.

If recovered, make sure that you [back up your photos](#) to the cloud.

### Can't delete photo

If a photo or video you have deleted comes back, check if it's on your SD card. To delete it, use the Files app. (If you don't have this app, [download](#) a file manager app and use it to delete the photo from your card.)

Or, [remove](#) your card from the phone and use a computer to delete photos from the card.

## WhatsApp camera issues

If you installed WhatsApp and have problems taking photos or videos with it:

1. Check for [updates](#) to the app.
2. [Clear the app's cache](#).
3. If the problem continues, open WhatsApp, touch  > **Settings** > **Help** and search for information about your issue.

## Error: Please restart camera

After each troubleshooting step, check to see if the issue has been fixed:

1. Turn your phone off and then on again.
2. Clear the [cache](#) for the Camera app.
3. Check for [updates](#) to your Camera app.
4. Use [safe mode](#) to see if installed apps are causing the issue and uninstall as needed.  
If the camera works correctly in safe mode, a third-party app is probably causing the issue.
5. If you're storing photos/videos on your SD card, [remove](#) the card and see if you can take photos without getting the error. If so, replace the SD card with a new card. Make sure the new card is certified A1 and has a fast write speed.

## Error: Camera busy

This error can occur if you use the camera in one app and then switch to another app that requires permission to access the camera.

After each troubleshooting step, check to see if the issue is fixed:

1. Turn your phone off and then on again.
2. Check which apps have [permission](#) to access the camera.  
[Settings](#) > **Apps & notifications** > **App permissions** > **Camera**  
Review the list of the apps on your phone that request camera access and remove access for apps that look suspicious or that you don't use.
3. Clear the [cache and data](#) for the Camera app.

## Error: Bin is full

If you're getting messages about Deleted items being full:

1. [Open](#) the **Photos** app.
2. Touch **Library** > **Bin**.
3. Touch  > **Empty bin**.
4. Touch **Delete permanently** to confirm the deletion.

## Messaging issues

If you're having issues [sending or receiving messages](#), try the following:

1. check for [updates to your messaging app](#).
2. Check if a [software update](#) is available for your phone.
3. Turn your phone off and then on again.
4. If the issue persists, follow the steps below for specific issues. After each troubleshooting step, check to see if your issue is fixed.

### Red ! on text message

If you see , your text message was not sent.

1. Check your signal strength.

Weak signal from your cellular provider is a common cause of unsent messages. In the [status bar](#), see how many bars your network connection has. If you see only one or two bars, change locations to improve your signal strength, particularly if you are indoors.

2. open the conversation and [resend the message](#).

### Can't hear notifications

1. check that [message notifications are turned on](#).
2. Look for  in your [status bar](#). If you see it:
  - [Open quick settings](#) and touch  to turn Do Not Disturb off.
  - Make sure your phone is set to [screen calls at the appropriate times](#).
3. If you're using a 3rd party launcher, [switch back to the Moto launcher](#). If this fixes the issue, then find an alternative launcher to use.

### Can't send or receive messages

1. Change your preferred network to **Global**. (Not all carriers support this feature.)
2. If you recently switched from iPhone and are having trouble sending messages to or receiving them from an iPhone, your phone number may still be associated with iMessage. You need to [deregister your account](#).
3. Contact your carrier.

### Can't send or receive pictures or videos

Check that:

- [mobile data is turned on](#).
- Your data plan supports MMS (multimedia messages).

## Messages app stopped

1. Check that you have not disabled permissions for the Messages app. If any permissions are turned off, [turn them on](#) and try using the app again.
2. [Force stop the app](#). This completely shuts down the app, including any background services that may be causing your issue.
3. Uninstall any recent app updates.  
Touch & hold , then touch  **App info** >  > **Uninstall updates**.
4. [Clear the app's cache](#). This frees up space by removing temporary files.
5. [Reset the phone](#).

## Keyboard not working

If your keyboard has problems, such as a missing spacebar:

1. [check for updates](#) to your keyboard app.
2. Turn your phone off and then on again.
3. [clear the cache](#) for the keyboard app.

## Problems with Facebook, WhatsApp and other apps

If you're having problems with messaging apps that you installed:

1. [check for updates to the app](#).
2. If you can open the app, touch  or  > **Help** and look for troubleshooting information.
3. Turn your phone off and then on again.
4. [Clear the app's cache](#).

---

## Gmail issues

For help with Gmail, read [Google's troubleshooting information](#).

---

## Play Store issues

For help with Play Store, read [Google's troubleshooting information](#).

---

## Update Android software

For best performance, keep your phone updated with the latest available Android software.

### Check Android version number

To check what version of Android your phone is running:

1. Go to [Settings](#) > **System** > **About phone** > **Android version**.
2. The number displayed is your phone's Android version.

### Install Android software updates

Your phone notifies you if an Android software update is available.

To manually check for updates, go to [Settings](#) > **System** > **Advanced** > **System updates**.

If an upgrade is available, follow the onscreen instructions to install it.

#### Tips:

- To save data charges, use a [Wi-Fi connection](#) to download software updates.
- For safety reasons, your phone may download security updates (not OS upgrades) automatically over your mobile network if Wi-Fi is not available within a few days after you receive a notification that a security update is available. In this case, data charges may apply depending on the carrier.

You can't downgrade to a previous software version after installing an update.

### Check if and when updates are available

Types of updates:

- **Security updates** contain fixes and improvements from Google for your current version of the Android operating system. Motorola provides these updates to most phones on a regular basis.
- **Android OS updates** are new versions of the Android operating system. Motorola provides OS updates from Google to eligible phones as soon as possible.

To see if an OS update will be available for your phone, or if your phone is still eligible for security updates, see the [software update website](#) for your country. Our support agents get their Android update information from here too. If the website doesn't have a update release date for your phone, then we don't know the release date yet.

For Android OS updates, due to the number of phone models, regions and distribution channels, we may have hundreds of software versions to test before we can release an update to your phone. Because we depend on carriers and other key partners for certifications, independent testing and requests for changes, which takes more time, phone owners may not all receive updates at the same time, even if they're in the same region.

---

## Reset Wi-Fi, mobile data and Bluetooth

**When to use this reset**

- Wi-Fi doesn't work. Wi-Fi network name isn't shown on your phone.
- Cellular/mobile data: No signal and  in the status bar. You can't make/receive calls, or calls frequently drop.
- Bluetooth doesn't work or disconnects automatically.
- VPN doesn't work as expected.

**What gets deleted/removed when you reset**

- All Wi-Fi devices and passwords set up on your phone
- All mobile settings, like preferred mobile network
- All paired Bluetooth devices set up to connect with your phone, like ear buds, car audio, speakers
- All VPN configurations set up on your phone

You cannot choose individual connections to reset; they will all reset.

**Reset**

If you're having problems with connections, review this information first:

- [Wi-Fi](#)
- [Bluetooth](#)
- [Mobile data](#)
- [Hotspot](#) (internet sharing)

Then, if you're still experiencing problems, try resetting all network settings:

1. Go to [Settings](#) > **System** > **Advanced** > **Reset options**.
2. Touch **Network settings reset** > **RESET SETTINGS**.
3. If you're using dual SIMs, select the SIM to reset for mobile data settings.
4. Touch **RESET SETTINGS**.
5. Try to reconnect to Wi-Fi, mobile data and Bluetooth, or try to share your internet connection again.

---

## Reset phone

### What a reset does

Resetting your phone erases all data and restores it to out-of-the-box condition. This data will be erased from the phone:

- [Google account](#)
- Media (music, photos, videos)
- System settings and data
- App settings and data (including text messages)
- Downloaded apps

## Before you reset

1. Back up your data.

If your phone works and you can unlock it:

- If you aren't automatically saving your photos and videos to your Google Photos library, [back them up now](#) or copy them [to a computer](#).
- [Back up files and folders to Drive](#).
- Make sure that any changes you made to contacts or calendar are [synced](#) to an account.

2. Make sure you have your security information:

- The username for a Google account on your phone. (**Settings** > **Accounts**)
- The password for that Google account. If you've forgotten the password, you can [reset](#) it. Wait 24 hours before resetting the phone if you reset your password.
- If you set a screen lock, make sure you know the PIN, pattern or password.

To restore your data after resetting, you'll need to enter security information. This shows that you or someone you trust did the reset and helps prevent others from using your phone without permission.

3. If you're going to give your phone to someone else, disable Factory Reset Protection (FRP):

- a. [Remove the screen lock](#).
- b. [Remove your Google accounts](#) from the phone.

FRP is security measure that keeps your data safe if your phone is lost or stolen, and that requires logging into the phone with the owner's account to reset the phone. Removing your account and screen lock before the reset lets the person you're giving it to set it up with their own information.

## Reset phone from Settings

To erase all data and reset your phone:

1. Go to **Settings** > **System**.
2. Touch **Advanced** > **Reset options** > **Erase all data (factory reset)**.

## Reset phone if you can't open Settings

If you can't open Settings, do an external reset.

1. Charge your battery 30% or more.
2. Turn off the phone.
3. Press and hold the Volume down button and the Power button at the same time until the phone turns on.
4. Press the Volume Down button until you see Recovery mode.
5. Press the Power button to restart in Recovery mode.
6. Use the Volume buttons to scroll to **Wipe data/factory reset**, then press the Power button to select it.
7. Use Volume buttons to scroll to **Yes**, then press the Power button to select it.

Allow several seconds for the reset to complete.

- 8. Use Volume buttons to scroll to **Reboot system now**, then press the Power button to select it.  
Allow several minutes for the reboot to complete. If the phone doesn't finish rebooting, press and hold the Power button until the screen turns dark, then release it to power up normally.
- 9. If you reset your phone because you suspect a third-party app is causing problems, when you set up the phone again, make sure that you don't copy all apps. [Restore](#) one app at a time and use the phone for a while. If the phone has no issues, install the next app and retest.

---

## See more help

| Issue                            | Where to get help                                                                                                                                                                                             |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Billing or mobile network issues | Contact your carrier.                                                                                                                                                                                         |
| Learn to use an app              | Open the app and touch  or  > <b>Help</b> . |
| Phone issue                      | Visit <a href="https://mobilesupport.lenovo.com">mobilesupport.lenovo.com</a> for solutions, user forums, live contact options.                                                                               |