

en-US



motorola

motoe⁵
PLAY

read me

*Caution: Before using your phone,
please read the safety, regulatory and legal
information provided with your product.*

Lenovo

MetroPCS
26 JAN 2018

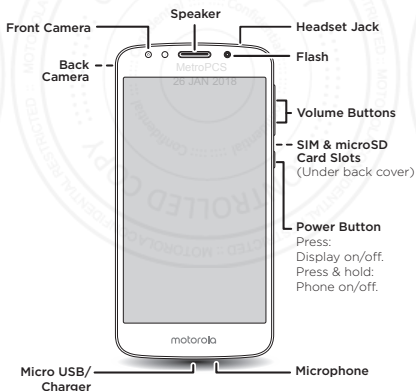


This product meets the applicable national or international RF exposure guidance (SAR guideline) when used normally against your head or, when worn or carried, at a distance of 5 mm from the body. The SAR guideline includes a considerable safety margin designed to assure the safety of all persons, regardless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

To view the SAR values for your phone, visit <https://motorola.com/sar>. To view additional SAR information on your phone, swipe up **Settings > System > Legal information > RF information**. To view the information on the web, visit www.motorola.com/rfhealth.

At a glance

Let's get started. We'll guide you through startup and tell you where to find more information about your phone and its great features.



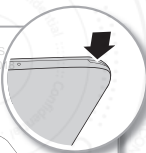
Remove the back cover

If you need to insert SIM and memory cards, remove the back cover.

Caution: Don't use tools to remove the cover—doing so may damage your phone.

Take off the back cover.

Put your finger in the notch at the bottom corner of the back cover and pry off the cover.



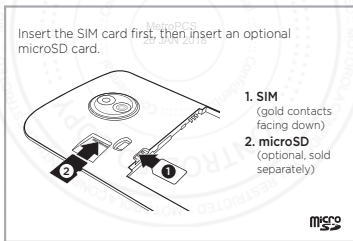
Caution: Do not pull the USB port part to remove the back cover.

Put in the cards

Caution: Make sure you use the correct size SIM card and don't cut the SIM card. Don't use tools to remove the battery—doing so may damage your battery or your phone.

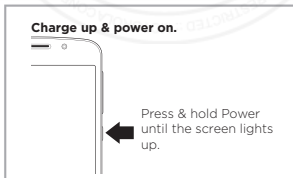
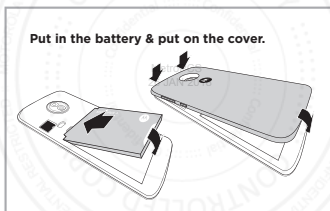


Nano SIM



Finish up

Put in the battery and put on the back cover. Connect your charger to charge your phone fully, then turn on the power. Follow the screen prompts to get started.



Useful apps

When you're up and running, try these apps to see what you can do with your new phone.

Find it: Swipe up  from the home screen to see all your apps.

- **Moto:** Explore special features designed to save you time and make your day easier. Check out display options, actions your phone can do, and more.
- **Camera:** Your camera takes crisp, clear photos and videos, but that's not all. See features, like professional mode, panorama, and selfie beautification.
- **Play Music:** Stream it, buy it, save it, or play it. Listen and create playlists anytime. And with Moto Display, you can control playback even when your phone is locked.
- **Chrome:** Access the internet to shop, search, learn or just browse.
- **Gmail:** Connect to all your email accounts and manage them in one easy place.
- **Duo:** Make and receive video or audio calls—over Wi-Fi when it's available.

Note: Your phone may not support all features.

Service

You will need the following information when activating service:

- Your name, address and an eight-digit number that you will use to access your account (your personal identification number “PIN”).
- Your serial number (IMEI) and SIM card number. If your phone has a removable battery, to locate the serial number, remove the phone from the box and remove the battery cover from the phone. The serial number is located near the bar code. It will be either 14 or 18 digits. If your phone does not have a removable battery, check the box label or phone settings to locate the serial number. The SIM card number can be located below the bottom bar code on the back of the SIM card holder.
- Your choice of MetroPCS plan and services including unlimited data, talk and text plans.
- Install the battery, if applicable, and SIM card in your new phone by following the step by step instructions in this phone's User Guide.
- Once your phone is powered up, dial 1.888.8metro8 (1.888.863.8768) to connect with an activation representative who will assist you in activating your phone. You can also activate your phone online by visiting metropcs.com. (As soon as your service is activated, be sure to fully charge the phone's battery before using it again.)

Don't hesitate to ask your MetroPCS representative for more information on additional features and services or visit metropcs.com.

Account detail

- **Text Message Reminder.** MetroPCS provides a text message reminder on your phone before payment is due.
- **E-statement.** View your statement summary online. (Only available in select states.)
- **Call Detail.** View your call detail online for a listing of all local calls made during the service cycle. (Additional charge applies.)

Payment options

There are several ways to pay for your MetroPCS service.

- **Auto Pay.** Your credit or debit card is automatically debited five days before payment is due.
- **Express Pay.** Pay by credit or debit card online at metropcs.com.
- **By Mail.** Include your account number and phone number on your check or money order and mail to: MetroPCS, P.O. Box 5119, Carol Stream, IL 60197-5119.
- **By Phone via Automated System.** Pay by credit or debit card from your MetroPCS phone by dialing 1.888.8metro8. (Convenience fee applies.)

- **Store Payment Machine.*** Accepts cash, debit or credit card (with PIN). (Convenience fee applies.)
- **Over the Counter.*** Pay at an Authorized Payment Location with cash, check, credit or debit card. (Fees vary based on location.)
- **eWallet.** Sign up for MyAccount through metropcs.com and create your own secure eWallet where you can safely store cards for quick payment and set up auto pay.
- **Text to Pay.** The secure and easy way to pay your monthly MetroPCS service. Register your credit or debit card with the MetroPCS eWallet service and simply respond to a text from PAYNOW (729699) to pay.

* Not available at all locations.

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MyMetro®

Manage your MetroPCS account right on your phone.

By dialing any of the customer service numbers you can change your rate plan, change your features and pay for service. Just follow the instructions on your phone.

For assistance

Please visit your local MetroPCS store or refer to the following options if you need additional assistance.

- Sign up for MyAccount to view account details, check your balance, make a payment, manage eWallet and more.
- MetroPCS automated customer service from any phone.....1.888.8metro8 and follow the prompts (1.888.863.8768).
- Online information.....metropcs.com.

Please follow us at:

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 facebook.com/MetroPCS

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Your device may not work if you alter its original software. This device will only operate with firmware versions that have been approved for use by MetroPCS and the device manufacturer. If unauthorized firmware is placed on the device it will not function.

Hearing aid compatibility

This phone has been tested and rated for use with hearing aids for some of the wireless technologies that it uses. However, there may be some newer wireless technologies used in this phone that have not been tested yet for use with hearing aids. It is important to try the different features of this phone thoroughly and in different locations, using your hearing aid or cochlear implant, to determine if you hear any interfering noise. Consult your service provider or the manufacturer of this phone for information on hearing aid compatibility. If you have questions about return or exchange policies, consult your service provider or phone retailer.

Your phone's GPS system is enabled by default in order to permit use of planned future services; see your phone's manual for instructions should you wish to disable your GPS for non-911 purposes.

MetroPCS terms and conditions of service

For the most recent and up-to-date version of the MetroPCS Terms and Conditions of Service to which you agree and will be bound when you activate, use, change or pay for your MetroPCS service, please visit [metropcs.com/terms](https://www.metropcs.com/terms).

Welcome to MetroPCS. We are pleased that you have selected us as your wireless carrier. Our Terms and Conditions of Service are available at <https://www.metropcs.com/terms-conditions/terms-conditions-service.html>. These Terms and

Conditions of Service apply to all devices and wireless services provided by us to you and consist of several parts, which may be amended from time to time.

In the event that the terms and conditions relating to a feature you may have selected or may be included in your Rate Plan conflict with the MetroPCS Terms and Conditions of Service, the MetroPCS Terms and Conditions of Service shall control.

By: (a) giving us a written or electronic signature or telling us orally that you accept the MetroPCS Terms and Conditions of Service; (b) activating Service (if you are a new subscriber); (c) using your Service after your Service is activated or after you make a change or addition to your Service; (d) paying for the Service; or (e) failing to activate Service within 30 days after the purchase of your wireless device, unless you return your wireless device within MetroPCS' applicable return period, you agree to the MetroPCS Terms and Conditions of Service and the terms and conditions of service and use related to any feature you may have selected or may be included in your Rate Plan, including, but not limited to:

- You waive your right to a jury trial in disputes with MetroPCS;
- Your disputes with MetroPCS will be decided by an arbitrator;
- You waive your right to institute or participate in class action litigation against MetroPCS;

- You will provide MetroPCS with accurate information about yourself;
- MetroPCS may communicate with you from time to time about your Service;
- You will pay all taxes and regulatory fees even if your rate plan is inclusive of taxes and regulatory fees; and
- MetroPCS may terminate your Service if you fail to timely pay for your Service or violate the Terms and Conditions of Service in any way, including abuse of the Service or violations of applicable laws.

Customer service

If you have any questions regarding your Service or information in this Agreement, you may call our activation center at 1-888-8metro8 (1.888.863.8768).

Billing for premium and third-party services

California Residents Only.

Certain parties besides MetroPCS have the ability to place charges on your bill for premium services. You may access these services and authorize the placement of charges on your bill through your phone or online account. MetroPCS also provides customers, at no additional cost, with the ability to restrict the placement of charges for premium and third-party services on your account. Contact customer care or go to www.metropcs.com/blocking for more information.

Wi-Fi calling

Wi-Fi Calling allows you to make and receive phone calls and messages over a Wi-Fi connection.

Important! You must have an E911 address registered with your account in order to use Wi-Fi Calling. You can register an E911 address via the myMetro® Android™ app that is either preinstalled on your phone, or available for download from the Google Play™ Store. If you do not have an Android smartphone, you can call 611 to update the address.

Help & more

Get answers, updates, and info:

- **Help is here:** Swipe up  >  **Device Help** to learn how to use your phone and get support.
- **Get more:** Get software, user guides, and more at www.motorola.com/mymotoe.
- **Get apps:** Tap  **Play Store** to browse and download apps.
- **Join the conversation:** Find us on YouTube™, Facebook™, and Twitter.

Where is my legal, safety and regulatory information?

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

Battery safety

Before assembling, charging or using your mobile device for the first time, please read the important product safety and legal information provided with your product.

If your mobile device becomes unresponsive, try a reboot—press and hold the Power button until the screen goes dark and your device restarts. Your mobile device uses a removable battery. Only use Motorola Original batteries for safety and best performance.

Warning:

- Don't use tools, sharp objects, or excessive force to insert or remove the battery. This may damage the battery and could cause burning and injury.
- Don't try to take apart or fix your battery. This may damage the battery and could cause burning and injury.
- Don't crush, bend, or expose your battery or mobile device to heat or liquid. This may damage the battery and could cause burning and injury.
- Don't try to dry your mobile device using a microwave oven, conventional oven, or dryer.

Warning about high volume usage

To prevent possible hearing damage, do not listen at high volume levels for long periods.



Disposal & recycling

Help do your part! Please don't dispose of mobile devices or electrical accessories (such as chargers, headsets, or batteries) with your household waste. Product packaging and product guides should only be disposed of in accordance with national collection and recycling requirements. For details on approved national recycling schemes and Motorola recycling activities, go to: www.motorola.com/recycling.



Usage

This phone supports apps and services that could use a lot of data, so make sure your data plan meets your needs. Contact your service provider for details. Certain apps and features may not be available in all countries.

Regulatory information

To view the Regulatory ID (such as FCC ID) for this device, on the phone, go to **Settings > System > Regulatory information**, or visit www.motorola.com/device-legal.

Warranty

This product is covered by Motorola's limited warranty. To review the warranty on your phone, go to **Settings > System > Legal information > Warranty**, or visit www.motorola.com/device-legal. You may also obtain a copy of the warranty by contacting Motorola at: Motorola Mobility LLC, Attention Customer Service--Warranty Request, 222 West Merchandise Mart Plaza, Suite 1800, Chicago, IL 60654.

Arbitration & opt-out

Except where prohibited by law, any controversy or claim arising out of or relating to any Motorola product will be resolved by binding arbitration, instead of in court, unless you opt-out. To opt-out, send a written rejection notice within 30 days of purchase that includes your name, address, phone number, device, and device serial number, and tells Motorola that you are rejecting this Arbitration provision to: Motorola Mobility LLC, 222 West Merchandise Mart Plaza, Suite 1800, Attn: Arbitration Provision Opt-Out, Chicago, IL 60654 or arbitrat@motorola.com. For more information on this arbitration provision, on your phone, go to **Settings > System > Legal information > Arbitration and opt-out**, or visit www.motorola.com/device-legal.

Legal disclaimers

Certain features, services and applications are network dependent and might not be available in all areas; additional terms, conditions and/or charges might apply. Contact your service provider for details. All features, functionality, and other product specifications, as well as the information contained in this guide, are based upon the latest available information and believed to be accurate at the time of printing. Motorola reserves the right to correct, change or modify any information or specifications without notice or obligation.

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Product ID: **moto e⁵ play** (Model XT1921-3)

Manual Number: 711608018791-A

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Chicago, IL 60654
www.motorola.com

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Moto Care Protection.
Visit **motorola.com/protectmydevice**
for more information. (U.S. only)

moto care
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