# Meet your phone.

moto e5 GO

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verizon

**Have questions about your Prepaid phone?**
**You're in the right place.**

Find out how to set up and use your phone, access special features, get help and lots more. We're here to help.

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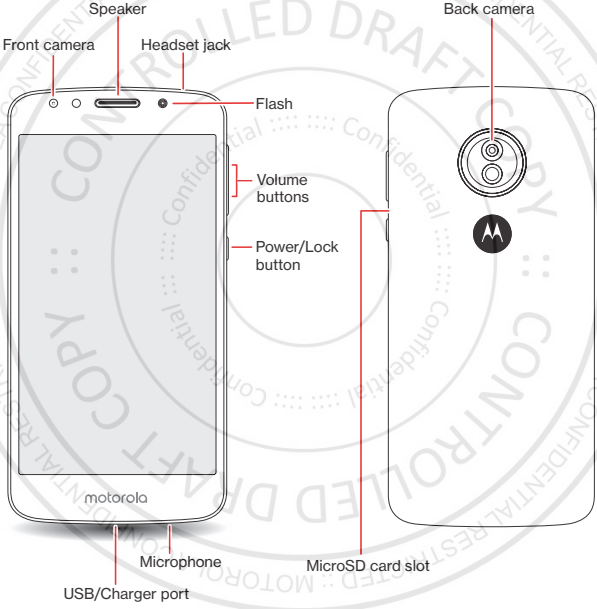
# About your phone



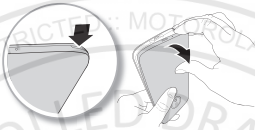

NOTE: Devices and software are constantly evolving – the screen images and icon you see here are for reference only.

# Setting up your phone

Your phone already has a SIM card installed.

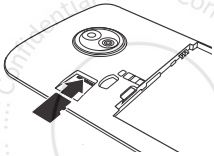
## Step 1. Remove the back cover

Place your fingernail in the corner cut-out at the bottom of the phone, and pop the cover off the phone.



**Optional**: Insert the microSD card

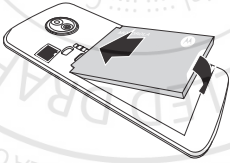
If you have a microSD card, slide the microSD card into the microSD card slot with the gold contacts facing down.



NOTE: The microSD card is sold separately.

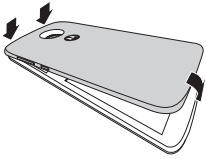
## Step 2. Insert the battery

Insert the battery, making sure the gold contacts line up. Press down gently to secure.



## Step 3. Replace the back cover

Replace the cover over the back of the phone, and then press down along the edges to secure.



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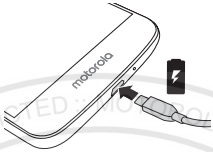
## Step 4. Charge the phone

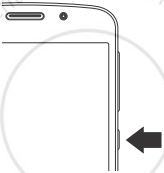
Before turning on your phone, charge it fully.
Insert the small end of the USB cable into the phone.
Insert the larger end into the charger and plug it into an outlet.




WARNING: Only use approved chargers with your device. Incompatible chargers or tampering with the charger port could damage your device and void the warranty.

## Step 5. Turning your phone on/off

To turn your phone on, press and hold the **Power/Lock** button.



NOTE: The first time you turn on your phone you will need to activate it. See the **Activate your phone** guide included with your phone.

To turn your phone off, press and hold the **Power/Lock** button.

### Locking/unlocking the screen

To turn on your screen, press the **Power/Lock** button. Then swipe up on the screen to unlock it.

To turn off your screen and prevent accidental key presses, press the **Power/Lock** button.

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# Using your phone

## Touch screen tips

Use touch gestures to move around the screen, open menus, select items, zoom in and out of web pages and more.

There are several touch gestures recognized by your phone:

- **Swipe** – Swipe by quickly sliding your finger in any direction.
- **Drag** – Drag by touching an item and moving it to a new position.
- **Double tap** – Double tap to zoom in/out on a web page or picture.
- **Multi-touch** – Pinch or spread your thumb and index finger to zoom in or out.

## Verizon Cloud

Verizon Cloud offers secure online storage to back up your contacts and sync them with your other Cloud-connected devices.

To learn more go to **vzw.com/Cloud**.

## Making a call

1. From the Home Screen, tap the **Phone** icon .
2. Enter the number you want to call or search the first letters of the contact's name and select the contact.
3. Tap the **Call** icon  to place the call.

## Receiving a call

When the phone is locked, tap the **Answer** icon  and swipe up to answer an incoming call.

When the phone is unlocked, tap **ANSWER** or **IGNORE** on the notification bar.

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## Setting up Voice Mail

1. Dial ***86** and press **Send**.
2. When you hear a greeting, press **#** to interrupt.
3. Follow the setup instructions.

## Checking Voice Mail

From your phone:

1. Dial ***86** and press **Send**.
2. Follow the instructions.

From other phones:

1. Dial your wireless number.
2. When you hear the greeting, press **#** to interrupt.
3. Follow the instructions.

**NOTE:** Voice mailboxes not set up within 45 days will be cancelled. Your voice mailbox is not password protected until you create a password by following the setup tutorial. Voice Mail may not be available in some areas. Follow the setup instructions to password-protect your Verizon Wireless Voice Mailbox. Airtime and other charges are incurred when using voice mail from your wireless phone. Mobile to Mobile Calling minutes do not apply to voice mail retrievals; you will be charged to maintain your connection to Voice Mail. Verizon Wireless is not responsible for missed messages or deletions of messages from your Voice Mailbox, even if you have saved them.

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# Services and features

## Calling features

- Domestic Long Distance
- Domestic Roaming
- 411 Search
- Caller ID
- Caller ID Blocking
- Call Waiting
- 3-Way Calling
- Call Forwarding

## Text messaging*

1. From the Home screen, tap the **Message+** icon.
2. Enter the recipient's information and compose the text message.
3. Tap the **Send** icon.

## Picture and video messaging*

Take pictures or videos and send them to almost any email address, or to other phones.

1. From the Home Screen, tap the **Camera** icon to start the camera or video recorder.
2. Capture the picture or video.
3. Using the appropriate keys, **Save** or **Send** the picture or video.

For pricing details please visit **verizonwireless.com**

## Apps and more

Play it up with music, ringtones, wallpapers, apps and games. Keep up with Twitter™ and Facebook. We've got apps that help you do it all. Data charges may apply.

## Installing apps

From the Home screen, tap the **Play Store** icon. Tap the app you want then tap **INSTALL** and follow the instructions.

## Web browsing

From the Home Screen, tap the **Chrome** icon.



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# International services

Your phone is enabled to call or text internationally. For additional details including rates visit **vzw.com/prepaidglobal**.

## Location based services

This phone can determine its location, which is useful for services such as navigation, shopping and weather. For your safety, it's defaulted to acquire your location only when you dial 911. To use Location based services, from the Home screen, swipe up ^ > **Settings** > **Security & Location.**

## VZ Navigator®

Select the app or download it from the Google Play™ Store.
Go to **verizonwireless.com/navigator** for more details and pricing.

Your wireless device can determine its (and your) physical, geographical location ("Location Information") and can associate Location Information with other data. Additionally, certain applications, services and programs are capable of accessing, collecting, storing and using Location Information and disclosing Location Information to others. You should use caution when determining whether or not Location Information should be made available to others and you should review any applicable third-party policies before providing access. To limit potential unauthorized access to your Location Information, Verizon Wireless offers various mechanisms and settings to manage access to location data. By enabling location settings, you are permitting third-party access to Location Information through software, widgets or peripheral components you choose to download, add or attach to your wireless device or through web access, messaging capabilities or other means and you are authorizing Verizon Wireless to collect, use and disclose your Location Information as appropriate to provide you with any location services that you enabled.



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# Support and more

The Help app gives you tips, videos and other information on how to use your phone, including:

- Making calls
- Voice mail
- Sending texts
- Getting apps
- Taking photos

**Accessibility settings**: From the Home screen swipe up ^ > **Settings** > **Accessibility**.



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From your computer, visit **verizonwireless.com/support**

**Customer service**
Call **800.922.0204**
Twitter **@VZWSupport**

Download a User Guide from **verizonwireless.com/support**

# Important customer information

The services described in this brochure are only for your personal use. They are subject to the Customer Agreement, your Calling Plan, the Verizon Wireless Privacy Principles and Internet Privacy Policy (both of which can be viewed at **verizonwireless.com** and the following terms and conditions, as applicable. You agree to comply with all applicable laws, rules, regulations and policies when using these services. In addition to your rights under the Customer Agreement, we may terminate or modify all services upon notice. Verizon Wireless is not responsible for third-party content you encounter using these services, including any possible defamation, obscenity or profanity. Content, content pricing, service functionality and menu order may change without notice. Unless otherwise indicated, data sessions will terminate after 30 seconds of inactivity.

## Device recycling program

For more information visit **verizonwireless.com/device-recycle**.

## Warranty replacements

If you're having a problem with your wireless device, just contact Verizon Wireless toll-free at **866.406.5154** from another phone.

## Using TTY and TDD networks

TTY (Text Telephony) and TDD (Telecommunications Device for the Deaf) allow individuals who are deaf, hard of hearing, or have speech or language disabilities to communicate by telephone.

When a user types his or her conversation on a TTY keyboard, it is transmitted as tones through the telephone. Tones are received by the other person's TTY, translated into text and displayed on the screen.

In order to use the TTY network, you must have a TTY-compatible phone and be in the TTY mode to place or receive calls. Note that most digital wireless devices are TTY-compatible.

For additional information, visit the Verizon Content Policy at **responsibility.verizon.com/contentpolicy**

## Hearing aid compatibility information

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.

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# Additional Information

## 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 e$^5$ go** (Model XT1921-8)
Manual Number: 711608023511-A

Motorola Mobility LLC
222 W. Merchandise Mart Plaza
Chicago, IL 60654
www.motorola.com

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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.

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