



## DATA TIPS

We recommend connecting to Wi-Fi whenever possible for activities like browsing the Internet, checking email, or using social media. This will preserve cellular data on your Connect plan.

### TO TURN ON WI-FI

- Tap the apps button on your home screen.
- Tap settings.
- Tap network & internet.
- To the right of Wi-Fi, slide the off button to the right.
- To change your Wi-Fi Network, tap Wi-Fi from this menu and select your desired connection.

### YOU MAY ALSO CHOOSE TO TURN CELLULAR DATA OFF

- Tap the apps button on your home screen.
- Tap settings.
- Tap network & internet.
- Tap data usage.
- Slide the mobile data button to the left.



## EMAIL & WEB BROWSING

You can use your smartphone to access your email and browse the Internet.



### GMAIL

Tap this icon from your home screen to open your Gmail app. From here, you will be able to send and receive emails.



### SETTING UP OTHER EMAIL

If you use an email platform other than Gmail, you will have the option of adding it during the initial setup process. You can also add it later by accessing GMAIL, going to settings, and tapping add account. You will then be able to access it by tapping the icon from your home screen.



### CHROME

Tap this icon from your home screen to enter Google Chrome, which is your web browser for access to the Internet.



## USING APPS

If you entered your Google account information during the initial setup process, you can quickly and easily download apps to your phone.



### GOOGLE PLAYSTORE

Tap this icon from your home screen to enter the Google Play Store and search for apps.

- Press get started to find apps. On the keyboard that appears, type in what you are searching for.
- Select the app you are looking for from the list.
- From the app page, select install.
- Once the install is complete, an open button will appear.



### MY CC APP

We recommend using the My CC app to help manage your Consumer Cellular account. You can track usage on your plans, and even pay your bill. To locate this app in the Play Store, search for 'My CC app.'



### OTHER APPS OF INTEREST

Facebook, as well as other social media platforms, offer apps which you can use on your smartphone.

## MOTOROLA MOTO E5 PLUS INITIAL SETUP GUIDE



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## Consumer Cellular

**CALL CUSTOMER SUPPORT**  
Our award-winning customer support team is trained to help on both service and devices: (800) 686-4460

**ONLINE CHAT**  
You can even reach us using our handy online chat by visiting: [ConsumerCellular.com/Contact](http://ConsumerCellular.com/Contact)

**FREQUENTLY ASKED QUESTIONS**  
Service related support can be found by visiting our FAQ site: [ConsumerCellular.com/Help](http://ConsumerCellular.com/Help)

**HOW-TO VIDEOS & USER MANUALS**  
For an online link to your smartphone user manual, or to learn more about your phone with our step-by-step "How-To" videos visit: [ConsumerCellular.com/MotoE5Plus](http://ConsumerCellular.com/MotoE5Plus)

We offer additional support to fit your needs:

If you're transferring your phone number from another provider, it can take 2-5 business days to complete activation. You'll receive an email when the process has been completed. We recommend keeping both your old and new phones until the transfer is complete.

**TEST YOUR DEVICE**  
Make a test call to make sure your device is ready to go. Call our test line, free of charge: (888) 460-8781

**LOOKING FOR YOUR ACTIVATION NUMBER?**  
This is located on the back of your phone box next to the UPC code.

If you haven't activated your device yet, just follow the simple instructions on the card enclosed in your welcome kit.

## ACTIVATING YOUR SERVICE



Consumer Cellular



## POWERING UP



**STEP 1**  
Plug in your phone using your enclosed charger.

**STEP 2**  
Charge your phone.

**STEP 3**  
Press and hold the Power button until the screen lights up (see above).

It's a good idea to leave your phone on most of the time. It must be turned on to receive calls and text messages, and to check your battery. When your phone is turned off, incoming calls are automatically sent to voicemail.



## YOUR PHONE

- HEADPHONE PORT
- REAR FACING CAMERA
- VOLUME BUTTONS
- POWER BUTTON
- FINGERPRINT SENSOR
- FRONT FACING CAMERA

- GOOGLE APPS
- DUO VIDEO CHAT
- MOTO TIPS
- PHONE
- TEXT MESSAGING



- WI-FI SIGNAL
- CELLULAR SIGNAL
- BATTERY SIGNAL
- GOOGLE SEARCH BAR
- CALENDAR
- PLAY STORE
- PHOTO LIBRARY
- CAMERA
- CHROME INTERNET BROWSER
- CHARGER INPUT



## GETTING STARTED

Once your phone is powered up, it will guide you through an initial setup process. Before starting, we recommend having the following information:



### WI-FI NETWORK INFORMATION

To connect to your Wi-Fi, you will need the network name and password.

WI-FI NAME

WI-FI PASSWORD



### GMAIL INFORMATION

If you have an existing Gmail account, you can enter it during setup to access email on your phone.

EMAIL ADDRESS

GMAIL PASSWORD



### GOOGLE ACCOUNT INFORMATION

If you have an existing Google Play account, you can enter it during setup to allow you to download or purchase apps.

EMAIL ADDRESS

GMAIL PASSWORD



If you do not have a Gmail or Google account, you will be able to create one during the setup process.



## INITIAL SETUP

Your phone will prompt you through the following items for initial setup. This should take just a few minutes. After you have completed these steps, your phone will be ready to use.



### LANGUAGE SELECTION

Select your preferred language before proceeding with the setup.



### TRANSFERRING DATA FROM ANOTHER PHONE

You will be able to move information from your old phone or set this up as a new device.



### WI-FI SETUP

You will be asked to connect to a Wi-Fi network. We recommend that you do so to make the cellular data on your Connect plan go further.



### TERMS AND CONDITIONS

You will have the opportunity to review privacy and other important information.



### CONNECTING A GOOGLE ACCOUNT

You will be able to enter your Google account information, or set up a new account, to use Gmail and access the Google Play Store.



## INITIAL SETUP CONTINUED



### DEVICE SECURITY

For added security, you will be given the option to use a pattern, PIN, and/or password for access to your phone.

We recommend choosing one of these options. If you need to remember your choice, you may note it below.

PIN

PASSWORD

SWIPE PATTERN



### SIM & MEMORY CARDS

If you need to insert a SIM or memory (microSD) card, follow these steps:

- 1 Use the enclosed tool to eject the SIM card tray, located on the left side of the device.
- 2 Insert the SIM card (gold contacts, facing down) then insert an optional microSD card.
- 3 If you need to remove the SIM card, push the SIM card down from the top of the slot, then pull the card from the bottom to remove it.



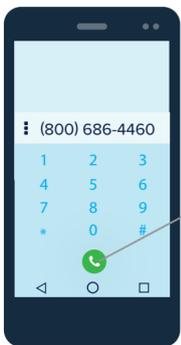
### SETTING UP VOICEMAIL

Press and hold (1) on your phone. You will be prompted through the steps to activate your voicemail. You will be asked to choose a greeting and select a PIN for access. You may wish to note this below.

VOICEMAIL PIN



## MAKING CALLS



CALL BUTTON



### MAKING VOICE CALLS

Tap the phone button on your home screen.

- Select the keypad icon to enter a ten-digit number.
- Or, tap the contact icon, to select from your address book.
- Tap the call button to dial the number.
- When you have finished the call, tap the end call button to hang up.



### MAKING VIDEO CALLS

You also have the option of making video calls. Tap the duo app on your home screen, to connect with your contacts who also have this app on their smartphones.



You never need to dial a "1" before entering a phone number; however, you do need to enter the complete ten-digit number, including the area code.



## USING THE CAMERA



OPTIONS

CHANGE CAMERA

VIDEO MODE

VIEW PHOTOS

SHUTTER BUTTON



### TO TAKE PHOTOS

Tap the camera button on your home screen.

- Tap the shutter button to take a photo.
- Tap the change camera button to switch to the front facing camera to take a selfie.



### TO SHOOT VIDEO

Tap the camera button on your home screen.

- Select the video icon.
- Tap the red button to start recording.
- Tap the red button again to stop recording.



### TO VIEW PHOTOS & VIDEOS

Tap the photos button on your home screen. This will open your camera roll to view any photos or videos you've taken.



When you open your camera, you will see several icons along the top of the screen which allow you to adjust settings on your photos.



## RECEIVING CALLS & VOICEMAIL



MUTE YOUR CALL

END CALL BUTTON

SELECT FOR KEYPAD

SELECT FOR SPEAKERPHONE



### ANSWERING AN INCOMING CALL

Tap and drag the call button to answer a call from your home screen.



If you wish to ignore an incoming call, tap and drag the end call button from your home screen. This will send the caller to voicemail.



When you have finished the call, tap the end call button to hang up.



### CHECKING VOICEMAIL

To listen to voicemail messages, dial your own ten-digit phone number. Interrupt your voicemail greeting by tapping the (\*) key, then follow the prompts.



View your recent calls by tapping the phone button, then recent. From here, you can add recent callers to your Contacts list, or choose to dial the number again.



## ADJUSTING SETTINGS

You can customize many of the features and functions on your phone. To do this:

- Tap the apps button on your home screen.
- Tap settings. You'll be able to personalize many settings, including the ones listed below.



### SOUND

Tap here to control the volume of your phone, and to assign ringtones if you wish to identify specific callers.



### DISPLAY

Tap here to adjust your phone's brightness level, and also to personalize the background of your display.



### CONNECTING TO BLUETOOTH

Tap connected devices, then tap the slider next to Bluetooth to allow your phone to connect with hands-free Bluetooth devices.



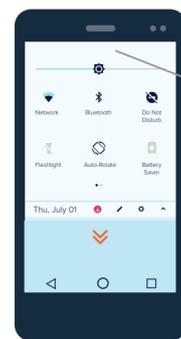
### APPS & NOTIFICATIONS

Tap here to view information about applications you have installed, and to set up the types of notifications you may wish to receive from them.

By tapping apps Info, you're able to view how much data each application has used as well as the amount of the phone's memory it consumes.



## QUICK ACCESS TOOLBAR



SWIPE FROM TOP TO BOTTOM

You can customize many of the features and functions on your phone. To do this:

- By swiping down from the top of your home screen, you open the quick access toolbar.
- This allows you to easily view notifications and adjust common settings, as shown above.
- To exit the quick access toolbar, swipe up from the bottom of your home screen.