

FAQ Sheet

Reset the moto g6

How do I reset my moto g⁶ ?

Soft Reset - In the unlikely event that your device becomes unresponsive, frozen, blank or black screen, or will not respond to the power button, you can perform a force restart on the device by following the steps below.

Press and hold the **Power button** for **10 - 20 seconds**, the device will restart and go through the boot-up sequence.

Note: The forced restart or reboot will not delete any data on your phone.

Factory Data Reset - is a tool used to remove everything that was imported, added or installed on the device. Keep in mind, when using this feature everything is deleted.

To reset the device:

1. Touch 
2. Touch **Settings**
3. Select **System > Advanced**
4. Touch **Reset options**
5. **Erase all data (Factory Data Reset)**
5. Touch **Reset Phone**

6. Enter your Screen Lock

7. Select **Erase Everything** to begin the reset.

Tip: After power up we recommend you do **NOT** enter a Gmail account. This will ensure applications are not automatically downloaded. (Note: You will be able to enter your Gmail account later and reinstall your applications).

Some devices require a Gmail account - In this case, be sure to set the phone up as a **NEW DEVICE** rather than restoring from a backup. Set up as Fresh!

External Reset

If you are unable to access the phone's menu to perform the standard reset you can attempt an external factory reset.

Warning: Before proceeding with an External Reset ensure you know your Gmail address and password. If you don't know the Gmail address and password, visit www.gmail.com > "Need help?".

Once you have reset the password, power up the locked phone in an area with Wi-Fi or data service, and enter the new password.

Notes:

- When using this feature; everything is deleted from the device.
 - Reset will require a minimum battery level of 25%. If you are unable to perform a reset, please charge for 20-30 minutes and try reset again.
1. With the phone powered off, press and hold the **Volume Down** button and the **Power** button at the same time until the device turns on.
 2. Press the **Volume Down** button until the flag says **RECOVERY MODE**.
 3. Press the **Power** button to restart into Recovery mode.
 4. You'll see an image of an Android robot with a red triangle.
 5. While holding down the **Power** button, press the **Volume Up** button.
 6. Use the volume buttons to scroll to "**wipe data/factory reset**" and press the **Power** button to select it.
 7. Scroll down to "**Yes - erase all user data**" and press the **Power** button to select it.

Adjusting audio alerts - moto g6

Adjusting audio alerts - moto g⁶

Adjust volume

Volumes you can control

Your phone has independent settings for these volumes:

- Call
- Media (music, video, games)
- Alarm
- Ringtone for incoming calls and notifications

Adjusting one volume won't affect the others, so you can crank up the tunes without making incoming callers sound like they're shouting.

Turn volume up or down

When you're on a call, press the Volume buttons to adjust the volume level of the other person on the call.

When you're not on a call, press the Volume buttons to adjust the media volume.

To adjust other volumes at any time:

1. Press a Volume button.
Touch .
2. Slide the volume levels where you want them:

-  Music, videos, games, and other media
-  Volume of the other person on a call
-  Phone calls, notifications
-  Alarm

Tip: To silence notifications and allow phone calls to ring, go to **Settings > Sound > Default notification sound** and select **None**.

Silence ringing phone

Press the Power or Volume Down button.

Or, pick up your phone to silence it and switch to vibrate. (To enable, open the **Moto** app, touch **Features** > **Moto Actions** > **Pick up to silence** and turn it on .)

Prevent phone from ringing

- To quickly switch to vibrate, press & hold the Power + Volume Up buttons until you feel a vibration and see 
- Want to silence your phone instead of vibrating? Go to **Settings** > **System** > **Gestures**. Touch **Prevent ringing** > Press Power & Volume Up together > Mute.
- To switch to silent  or vibrate , press a Volume button, then touch  above the volume slider.
- To automatically silence your phone during a certain time (e.g. every Tuesday from 11:00 to noon), set up [Do Not Disturb](#).

Change what happens when you press Power + Volume Up

Adjust accessibility volume

When TalkBack is on, to change the volume of spoken feedback:

1. Press a Volume button.
 2. Move the slider.
-

To adjust Specific Notifications (Phone ringtone, Email, Calendar, Messaging) use the following:

Phone ringtone

1. Touch **Apps** 
2. Touch **Settings**
3. Touch **Sound**

Note: If you do not want the phone to vibrate make sure the **Also vibrate for calls** is not enabled.

4. Touch **Phone ringtone**, and make desired selection
-

Default Notifications

1. Touch **Apps** 
 2. Touch **Settings**
 3. Touch **Sound**
 4. **Advanced**
 5. **Default Notification Sound**
-

Mail

1. Touch **Apps** 
2. Touch **Email / Gmail**
3. Touch **Menu**
4. Touch **Settings**
5. Touch the account you wish to modify
6. Touch **Inbox sound & vibrate**
7. Touch **Sound**, and make desired selection

Note: If you do not want the phone to vibrate make sure the **Vibrate** box is not checked.

Please keep in mind if you leave "Power up Sound" enabled, when powering the device on, this will always make noise even if device boots in "Total Silence". Power up sound is under **Advanced**.

[moto g6 - Maintenance Release Notes](#)

moto g⁶ - Maintenance Release Notes

INTRODUCTION

Motorola is excited to announce a new software update for moto g⁶ by Motorola. This update brings important improvements to your phone.

For more information on Motorola updates and repairs, visit us at www.motorola.com/mymotog.

NOTE: All information on your phone will be saved.

ENHANCEMENTS

This update introduces changes including the following:

- **Android Security:** Includes the updates of Android security patches through July 1st 2018
- **Stability improvements:** includes changes that fix bugs and improve the stability of your phone.

INSTRUCTIONS

For a successful installation, we recommend installing this update when the battery in your phone is at least 50% charged and you are connected to a Wi-Fi network.

If you have received a notification message for this update:

1. Select "**Download and install**"
2. After the software has downloaded, it will start "**Background installation**"
3. Once the software has been installed, your phone will show "**Restart now to update**", select "**Restart now**"
4. Your phone has been updated

If you have not received a notification message for this update, follow the steps below to manually update your phone:

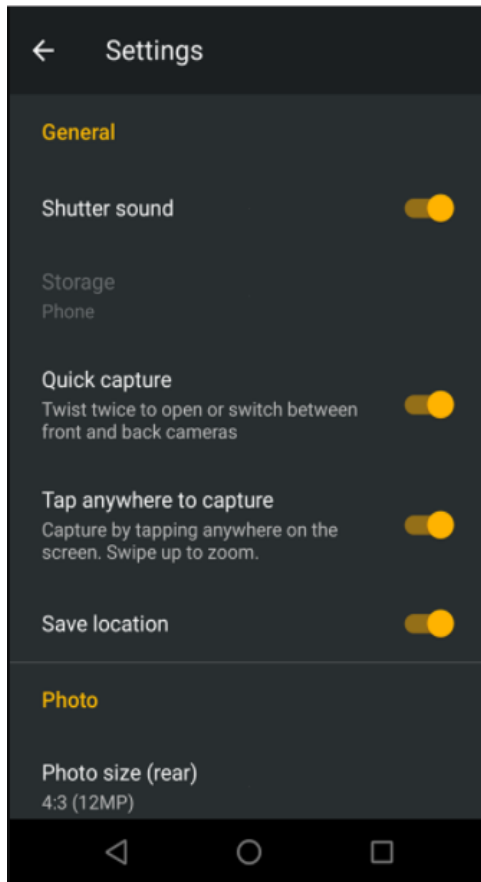
1. Select the Settings icon in the apps menu
2. Select "**System**"
3. Select "**System updates**"
4. Select "**Download and install**"
5. After the software has downloaded, it will start "**Background installation**"
6. Once the software has been installed, your phone will show "**Restart now to update**", select "**Restart now**"
7. Your phone has been updated

Camera Settings - moto g6

Camera Settings - moto g⁶

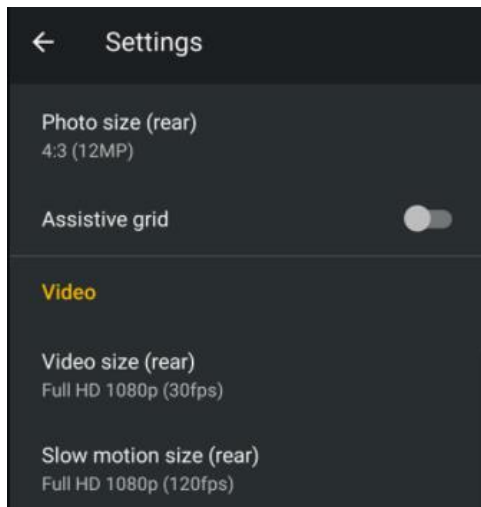
To see additional settings on your camera either swipe right or select , followed by

 **Settings** in the upper right corner.



GENERAL

1. Toggle the **shutter sound** off and on.
2. Switch **storage** location between phone and SD card.
3. Turn **Quick capture** off and on. Open your camera with a wrist turn.
4. Turn **tap anywhere to capture** off and on.
5. Turn **Save Location** off and on to record where you were at during photos.

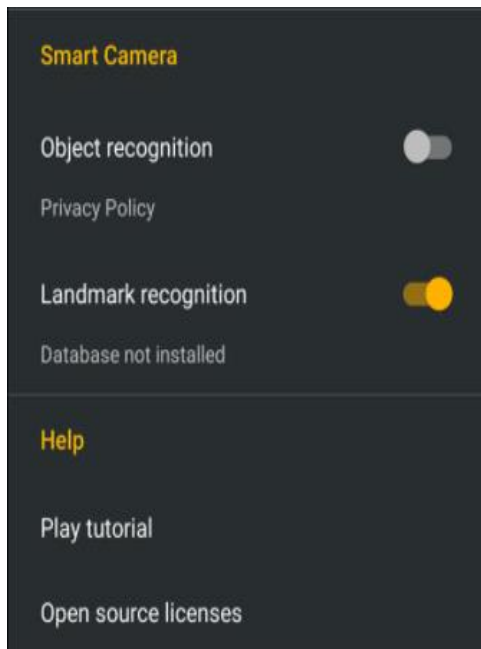


PHOTOS

1. Adjust **Photo Size** for rear camera.
2. Toggle **Assistive Grid** off and on for help taking lined up photos.

VIDEOS

1. Adjust **Video Size** for rear camera
2. Adjust **Slow Motion Video Size** for rear camera.



SMART CAMERA

(Click [here](#) to learn more about Smart Camera)

1. Toggle Object Recognition off and on.
2. Toggle Landmark Recognition off and on.

HELP

1. Touch to open **Play Tutorial** for camera walk through.
2. View **Open Source Licenses** information.

[moto g6 family - Maintenance Release Notes](#)

moto g⁶ family - Maintenance Release Notes

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NOTE: All information on your phone will be saved. You cannot downgrade to a previous software version after installing this update.

ENHANCEMENTS

This update introduces changes including the following:

- **Android Security** : Includes the updates of Android security patches through 1 November 2018.

INSTRUCTIONS

For a successful installation, we recommend installing this update when the battery in your phone is at least 50% charged and you are connected to a Wi-Fi network.

If you have received a notification message for this update:

1. Select "**Download**".
2. After the software is downloaded, select "**Install**".

3. After the software is installed, your phone will re-start automatically.
4. Your phone is now updated.

If you have not received a notification message for this update, follow the steps below to manually update your phone:

1. Select the Settings icon in the apps menu.
2. Select "**System**".
3. Select "**System updates**".
4. Select "**Download**". After the software is downloaded, select "**Install**".
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Set up Voicemail - motorola one power

How do I set up different options on voicemail?

Your carrier provides and manages your voicemail. Use the Phone app to set up your mailbox and adjust some voicemail settings.

Set mailbox 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 other voicemail options

1. Touch  >  > **Settings**

(If you don't see , swipe down on the screen.)
2. Touch **Voicemail**.
3. Touch **Advanced Settings**.
4. Change any of the options:
 - To change voicemail service from your provider to another voicemail service or app, touch **Service**.
 - To change the number dialed to access voicemail, touch **Setup**.

To add a voicemail passcode:

1. Touch 
2. Touch **Phone**
3. Touch **Menu** 
4. Touch **Settings**
5. Touch **Voicemail**
6. **Advanced Settings > Setup**
7. Touch **Voicemail number** then touch data entry spot to bring up keypad
8. Touch ***#**
9. Touch **Pause** to enter a pause after voicemail number (check with your carrier if you need additional information)

Note: Certain automated systems may require multiple pauses.

10. Enter your voicemail passcode and touch **OK**
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Fix a problem

If  remains in your status bar after you listen to your voicemails, 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:

Call yourself from another phone and leave a short message.

Go into to your voicemail and delete this message, but wait to hang up until the notification icon has disappeared from your status bar.

Unlock the moto g6 with your face

How do I unlock the moto g⁶ with my face?

You can set your phone to unlock when it recognizes your face.

Whenever you turn on or wake the phone, it will search for your face and unlock when it recognizes you. Keep in mind that someone who looks similar to you could unlock the phone.

Face matching data is stored securely on the phone.

Set up face matching

1. Make sure you have set a screen lock on the phone.
2. Go to Settings.
3. Touch Security & Location > Face Unlock.

If the option is grayed out, go to Settings > Security & Location > Device admin apps and disable the device administrator.

4. Follow the onscreen instructions. Be sure to frame your entire face with the outline.
-

Unlock your phone

1. Show your face to the lock screen.



appears when the phone is looking for your face. When it recognizes you, it unlocks and displays .

2. Swipe  up.

If it doesn't recognize 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.
2. Touch Security & Location > Face Unlock.
3. Unlock your phone, then touch Disable face unlock.

Face Filters - moto g6

Using Face Filters on the moto g⁶

FACE FILTERS

Use face filters to add some fun to your photos. This mode adds a hat, a mustache, some ears, and more. There are lots of options to choose from and the choice is yours!

To use face filters, open the camera and select  followed by **Face Filters**.

Using front or rear camera, swipe left to right on the line of circles above the capture button.

Touch a circle to preview your choice and press  to capture when ready!

** It works the same for video mode, but your filter stays on while you record!

Update the software - moto g6

Update the software - moto g⁶

Software updates will be sent to your phone automatically over-the-air as they become available. You can manually check for updates using the instructions below.

To check for available updates wirelessly/over-the-air:

1. Touch 
2. Touch **Settings**
3. Touch **System**
4. Touch **Advanced**
5. Touch **System Updates**

If an update is available, follow the instructions on your phone to download and install it. Once updated, your phone will restart to complete the installation.

To find the Android version on your phone:

1. From your phone's home screen, touch the , then touch **Settings > System**
2. Scroll down and touch **About phone**
3. Find your phone's Android version

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Battery calibration

Battery calibration

If you are experiencing incorrect or inconsistent battery level, quick battery discharge, slow or erratic charging speeds, or sudden power off or rebooting, a battery calibration could correct the problem.

To perform a battery calibration:

1. Force reboot the device by holding the power button until the device reboots
 2. Plug into supplied charger
 3. Charge to 100% and leave on the charger for at least an additional hour after getting to 100%
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If your device has a removable battery, follow the steps below:

1. Remove the battery
 2. Re-insert the battery
 3. Plug into supplied charger
 4. Charge to 100% and leave on the charger for at least an additional hour after getting to 100%
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