



# Moto Contacts Tool Quick Start Guide

Version 1

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# About Moto Contacts Tool

Moto Contacts Tool is a desktop application that allows you to export mobile phone contacts from your Motorola devices to the file on your PC. It allows you to save contacts from the phone memory, SIM card or both. The contacts will be stored in an industry-standard file format, [CSV \(Comma Separated Values\)](#) on your PC and can be imported into other applications such as Google Contacts.

# Using Moto Contacts Tool

The following requirements have to be fulfilled to use Moto Contacts Tool on your PC.

## **General system requirements**

- Windows XP (SP2 or higher) or Windows Vista
- 8 MB available hard drive space
- Motorola handset drivers (usually will be installed automatically)

# Installing Moto Contacts Tool

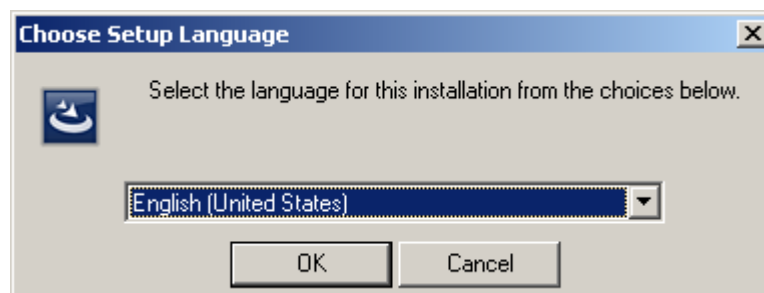
An installation wizard will walk you through the quick and uncomplicated installation process.

To install Moto Contacts Tool, you must have administrator rights for all operating systems newer than Windows XP.

Moto Contacts Tool can be installed from a downloaded executable file. You can download Moto Contacts Tool installer from <http://www.motorola.com>

To install Moto Contacts Tool, proceed as follows:

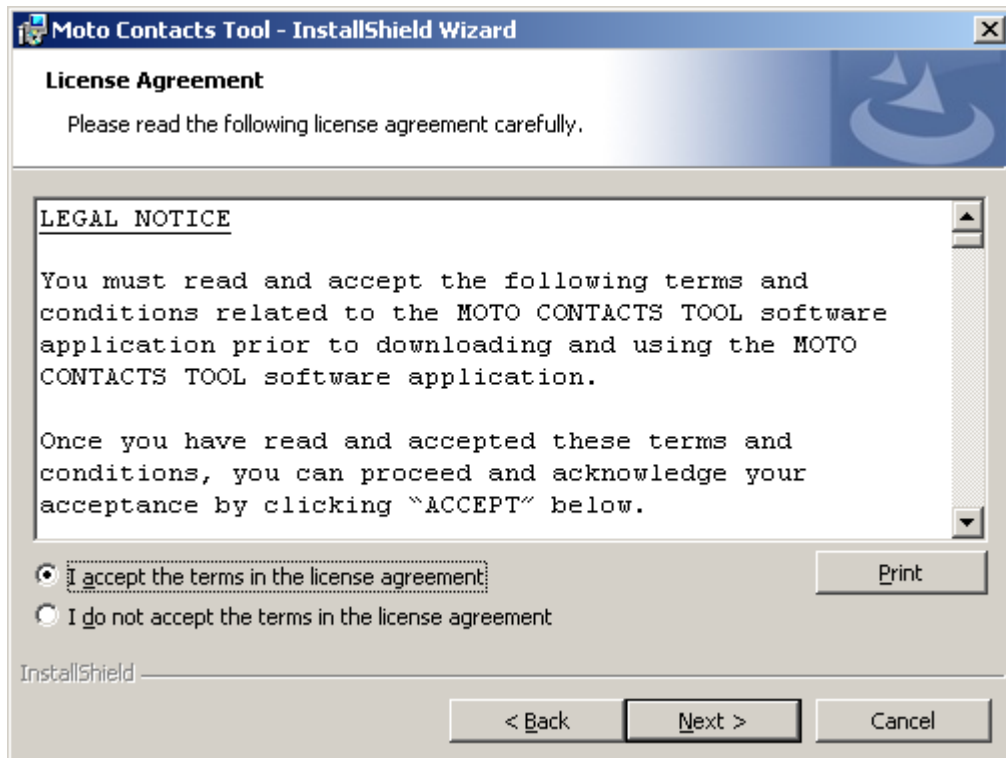
**Step 1.** Launch setup.exe. Choose the setup language from the displayed drop-down menu in the displayed dialog.



**Step 2.** Click the “OK” button. The installation starts and the Moto Contacts Tool - InstallShield Wizard window is opened.



**Step 3.** Click the “Next” button. The License Agreement screen is displayed.



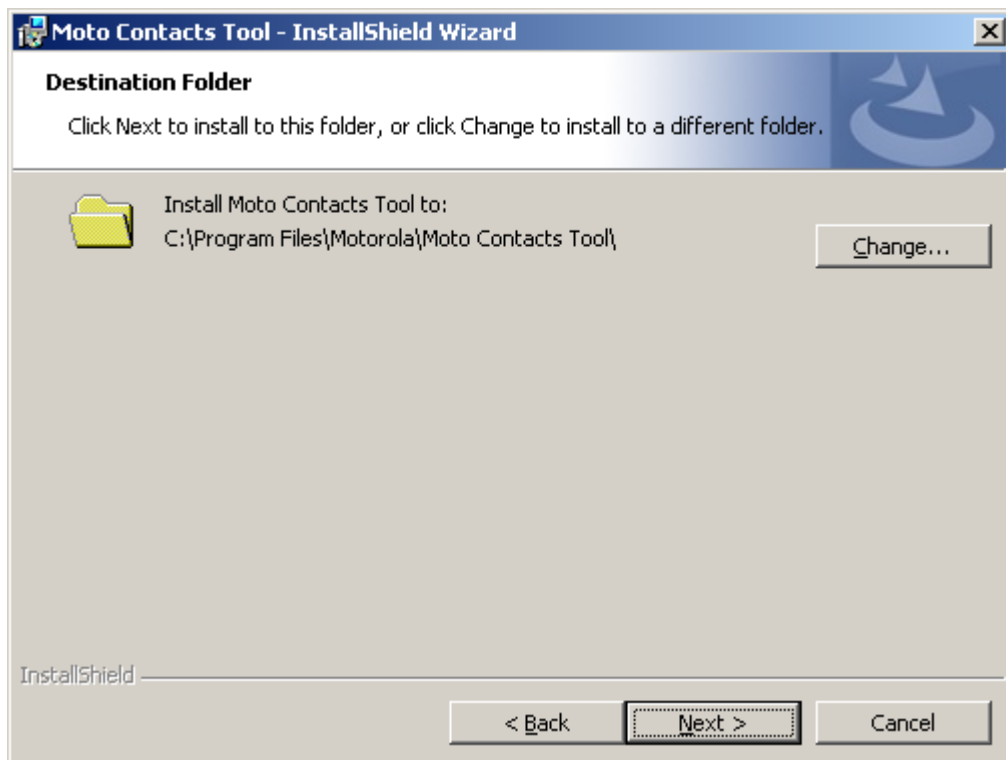
Please read the license agreement carefully and select the appropriate check box if you agree to the terms of the agreement. Installation is not possible without this agreement.

**Step 4.** Click the "Next" button. The Customer Information screen is displayed.

The screenshot shows a window titled "Moto Contacts Tool - InstallShield Wizard". The main heading is "Customer Information" with a subtext "Please enter your information." Below this are two input fields: "User Name:" and "Organization:". At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel". The "InstallShield" logo is visible in the bottom left corner.

Enter your name in the input field. Corporate customers should also include their company's name.

**Step 5.** Click the "Next" button. The Destination Folder screen is displayed.

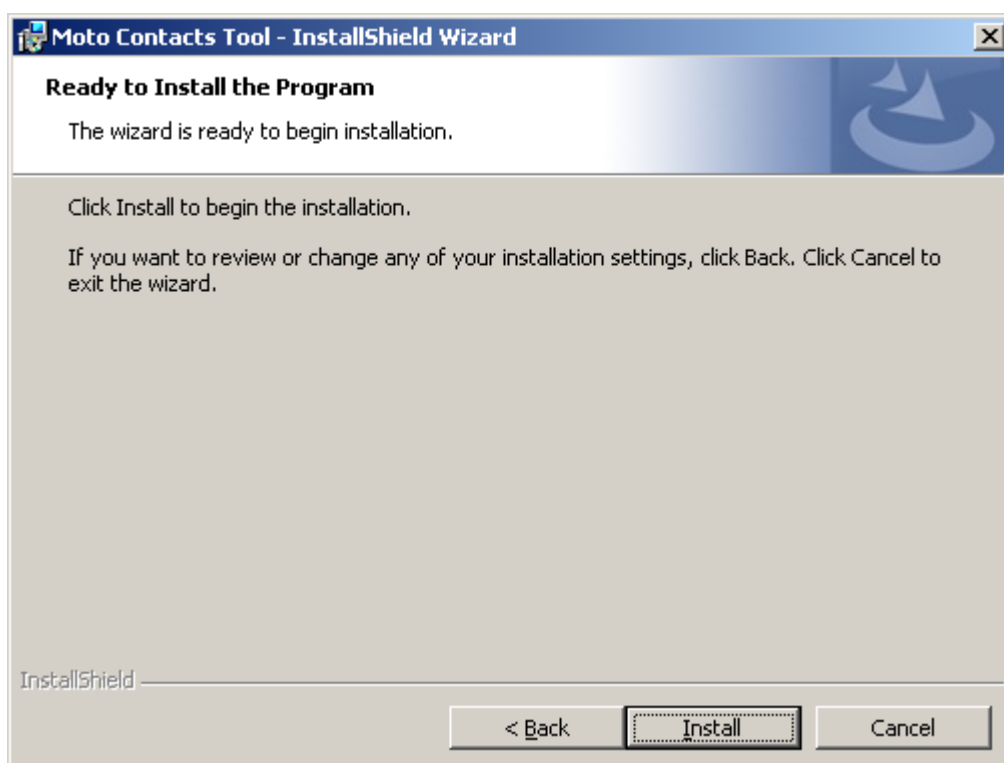


On this screen, you can select a folder to install Moto Contacts Tool. The default folder is C:\Program Files\Motorola\Moto Contacts Tool\

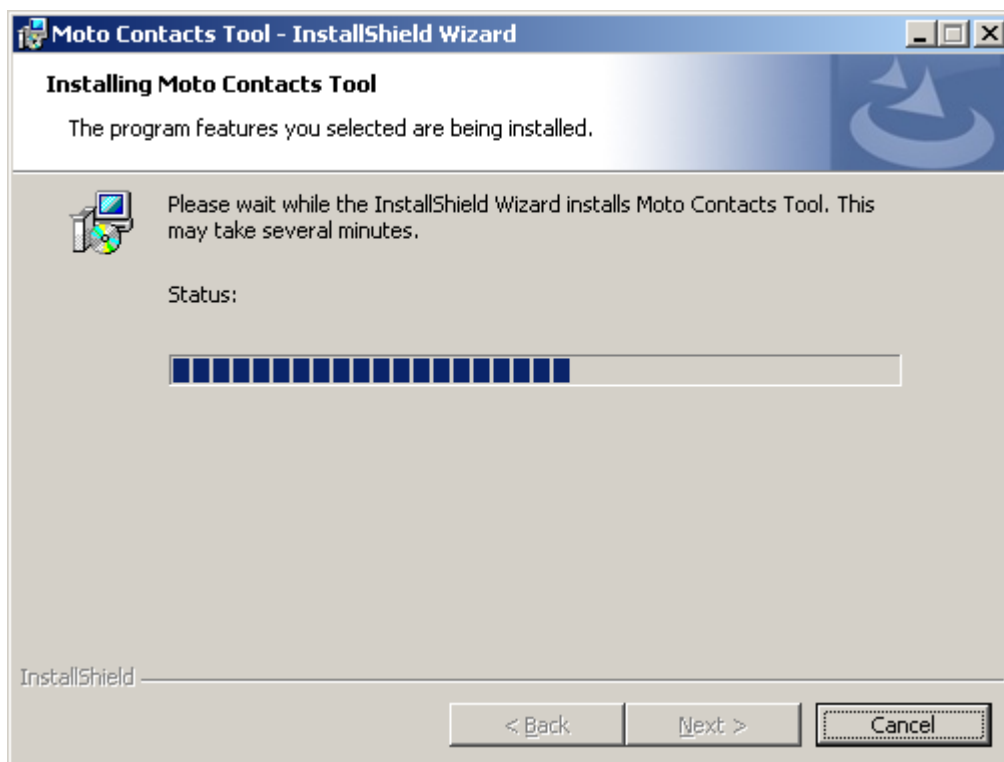
Click the "Change" button if you want to install the program to a different folder.



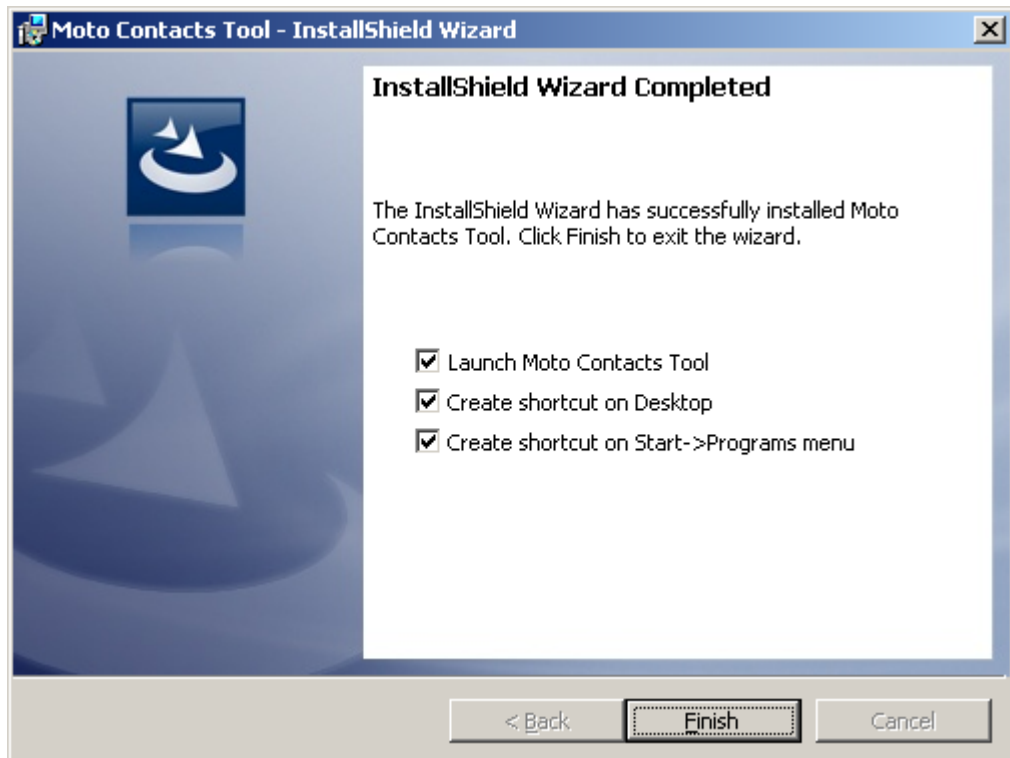
**Step 6.** Click the “Next” button. The Ready to Install the Program screen is displayed.



**Step 7.** Click the “Install” button. The Installing Moto Contacts Tool screen is displayed. The program is being installed.



A final window is opened when the InstallShield Wizard has successfully installed Moto Contacts Tool.



Please make sure that the "Launch Moto Contacts Tool" check box is selected if you want to start using the application immediately.

Please make sure that the "Create shortcut on Desktop" check box is selected if you want to have a Moto Contacts Tool icon available on the computer's desktop. Double-clicking it will open the application.

Please make sure that the "Create shortcut on Start->Program menu" check box is selected if you want to have a Moto Contacts Tool group in the Windows Start menu.

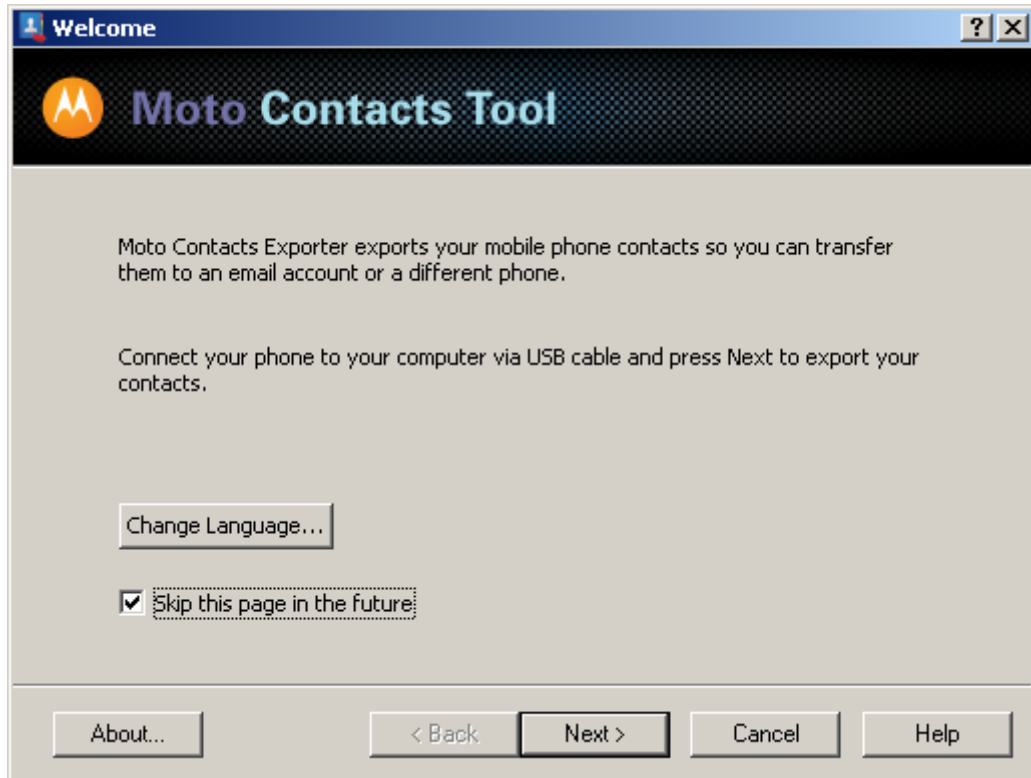
The InstallShield Wizard selects all the check boxes by default.

**Step 8.** Click the "Finish" button. You have now installed Moto Contacts Tool.

# Process of Contact Exporting and Results Reporting

This section provides the step-by-step instructions for saving your contacts to your PC. After launching the Moto Contacts Tool application, you will see the language selection dialog where you can choose the language of the application interface.

After launching the application, the Welcome screen is displayed.

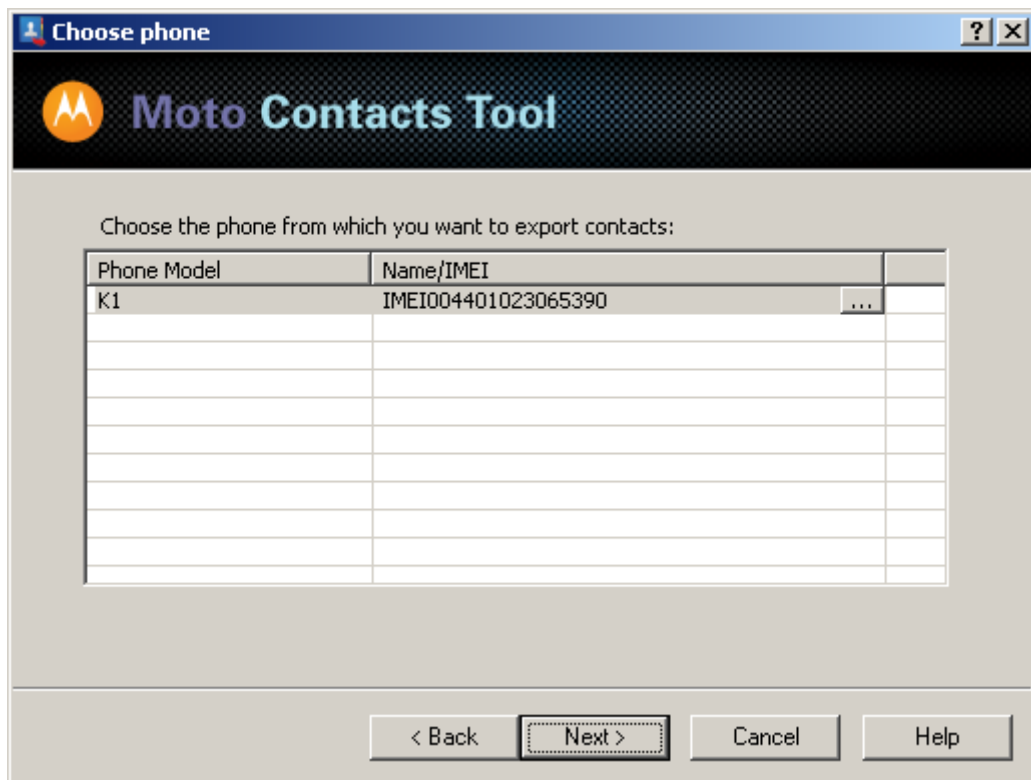


On this screen, you can see the brief description of the Moto Contacts Tool application. Press the “Change Language” button if you want to change the interface language of the application.

You can select the “Skip this page in the future” check box to avoid this screen in future.

## Device Selection


Pressing the “Next” button on the Welcome screen will bring you to the Device list screen. This screen is the first Moto Contacts Tool application window if previously you selected to skip the Welcome screen.

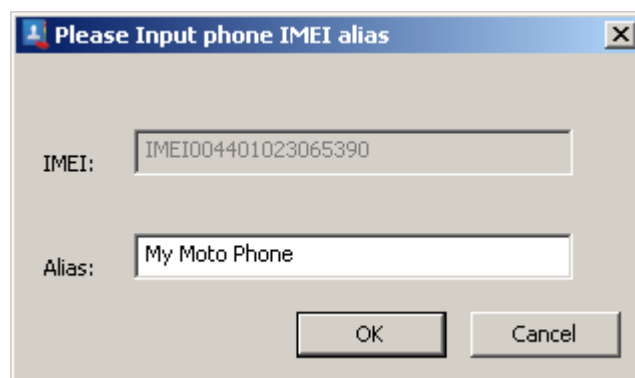


On this screen, you can select a device from which you are going to export your contacts. The table lists all Motorola devices now connected to your PC via USB. The IMEI (International Mobile Equipment Identity) number for each device is displayed in the right column of the table.

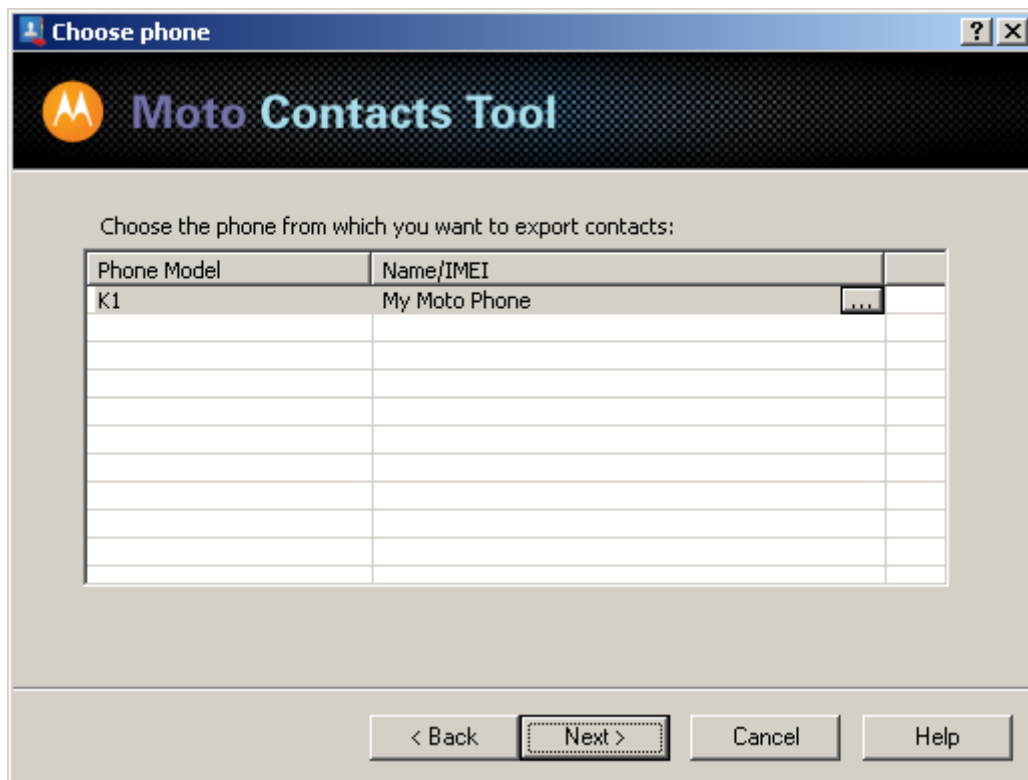
**Note:** The list does not contain non-Motorola devices connected to PC. If your Motorola phone did not appear in the list, check the [Troubleshooting](#) section to solve this problem.

**Note:** A list of Motorola phones supported by this version of the tool can be found in the [Supported phones](#) section.

On the right side of each phone row, there is the  button (the Alias button). Clicking it will display a dialog where you can specify an alias for the phone with that IMEI.



Press the “OK” button. After that, each time you connect this device to your PC, it will appear with the name you specified instead of its IMEI number. You will still be able to find out the IMEI number of your phone by pressing the Alias button.



### Contacts Source Selection

Select the device and press the “Next” button on the “Choose phone” screen. The Choose Contacts source screen is displayed.

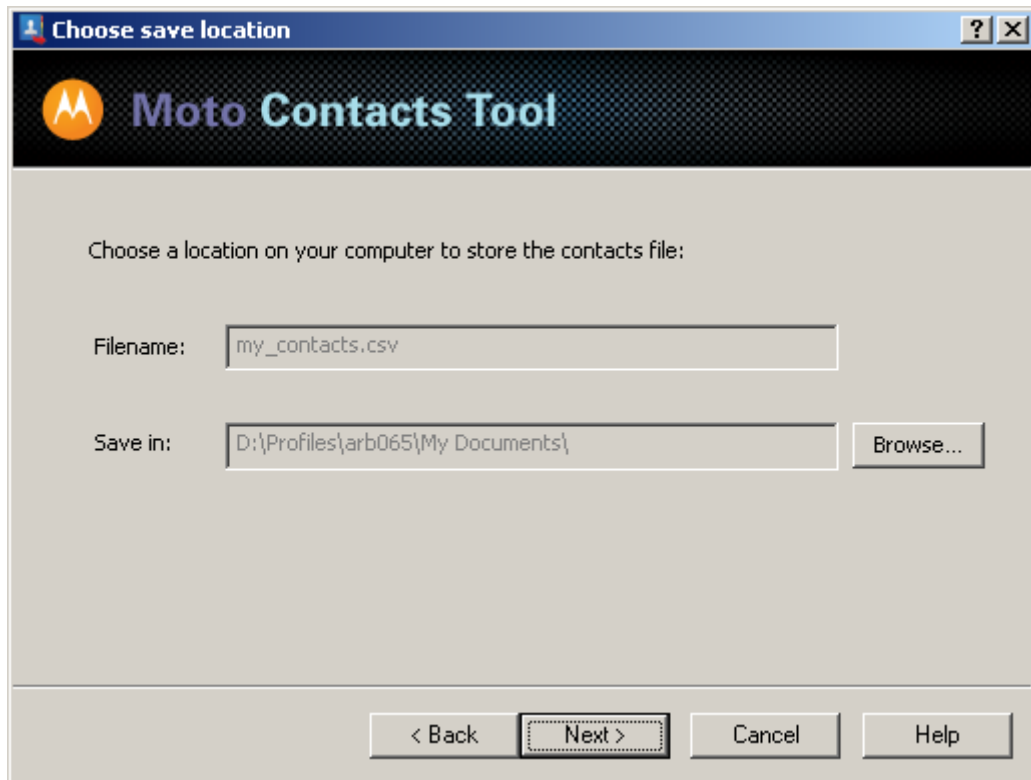


On this screen, you can select a contact storage location from which to export your contacts. You can save the contacts from the phone internal memory or SIM card memory or both.

To choose a source of contacts, just select a check box next to the name of desired storage.

### Choosing a File to Save Contacts

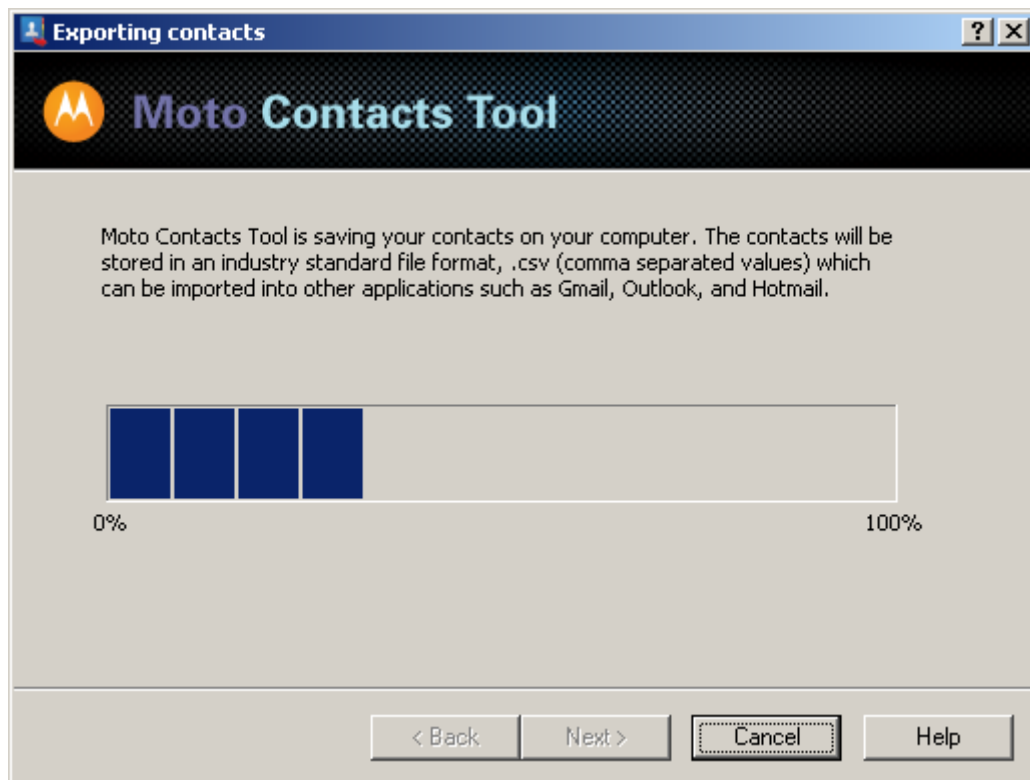
Press the “Next” button on the Choose Contacts source screen. The Choose save location screen is displayed.



On this screen, you can enter a [CSV file](#) name and choose a file for saving your contacts by clicking the “Browse” button on the right side of “Save in” text box. Pressing the “Next” button will start the contact export process.

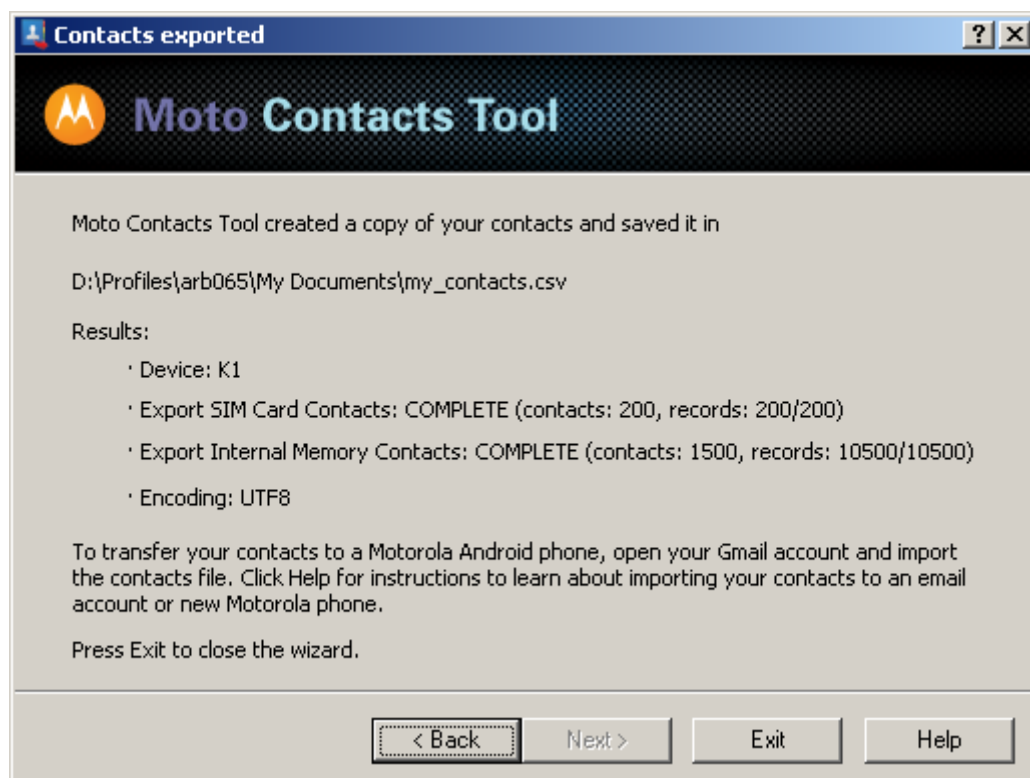
### Exporting Process

On the Exporting contacts screen, the progress of the exporting process is displayed. You can see the percentage of contact records currently saved.



### Task Completion

After the contacts are successfully saved to your PC, you will see the screen with a report.



On this screen, you can see the summary of the contact export process: your device model, the number of contacts and records exported, the name of the file where your mobile phone contacts are saved, and the file encoding

**Note:** The number of records is NOT a number of contacts on your device. One contact may contain several records, for example, if there are several phone numbers associated with this contact.



# Import of CSV File to Android Device

## **What is a CSV File Format?**

CSV (Comma Separated Values) format is a text file format used to store tabular data. Each line in the CSV file corresponds to a row in the table. Within a line, fields are separated by commas, where each field belongs to a one table's column.

CSV files can be opened by a text editor application or by a spreadsheet application (like MS Excel, for example).

One of the most frequently-used CSV file formats for storing contacts information is the Google CSV format. The Google CSV format is used for importing your contacts into various applications or into a Google account.

## **How Do I Import Contacts to an Android Device?**

To transfer your contacts to a Motorola Android phone, open your Gmail account and import the contacts file.

# Troubleshooting

**Problem:** The Moto Contacts Tool does not detect my Motorola phone.

- **Switch your phone connection to the Data Connection mode (modem mode)**

Be sure that your phone is connected via USB cable with the “Data connection” mode (modem mode). Please refer to the [Connection mode change instruction](#).

- **Install necessary device drivers**

You should have Motorola handset drivers installed, which allows the Moto Contacts Tool application to detect your phone. Usually, the drivers are installed automatically when you first connect your device to your PC. If it didn't happen, you can go to <http://www.motorola.com> and download and install the latest drivers manually.

For other requirements, see the [General system requirements](#) section.

**Problem:** The phone is connected via USB but the “Next” button is disabled in “Device list”.

- **Insert a SIM card into your device**

Make sure that you have a SIM card installed into your phone. Moto Contacts Tool cannot work with some Motorola devices without a SIM card inserted.

**Problem:** There is a failure while the export is in progress.

- **Make sure that the phone has completed its initialization**

If you have just turned your phone on, it is possible that the phone has not completed phonebook initialization yet, which might result in faults when the Moto Contacts Tool gathers contacts from the phonebook. Just make sure you wait a minute or so after the phone is turned on.

**Problem:** The Moto Contacts Tool might provide an option to export SIM contacts whereas the phone doesn't have SIM card inserted.

- **Ignore the option**

Some of the phones may report to the Moto Contacts Tool that there is a SIM card installed in the phone however it might be absent physically there.

# Phone Connection Mode Change

Steps to switch a phone to the Data Connection mode depend on the phone model.

## **MOTOROLA W510**

## **MOTORAZR V9**

## **MOTORIZR Z3**

## **MOTORAZR V3xx**

- Go to “Main” Menu
- Choose “Settings” and press “Select” button
- Choose “Connection” and press “Select” button
- Choose “USB Settings” and press “Select” button
- Press “Change” button, select “Data Connection” and press “Select” button
- Reconnect the phone to PC

## **MOTOKRZR K1m**

## **MOTOROKR Z6m**

## **MOTOROLA SLVR L7c**

- Go to “Main” Menu
- Choose “Settings” and press “Select” button
- Choose “Connection” and press “Select” button
- Choose “USB Settings” and press “Select” button
- Press “Change” button, select “Modem/COM” and press “Select” button
- Reconnect the phone to PC

## **MOTOROLA L7**

## **MOTORAZR V3i**

- Go to “Main” Menu
- Choose “Settings” and press “Select” button
- Choose “Connection” and press “Select” button
- Choose “USB Settings” and press “Select” button
- Press “Change” button, select “Data/Fax” and press “Select” button
- Reconnect the phone to PC

## **MOTORAZR V3 (Razr 05 & Razr 06)**

## **MOTOKRZR K1**

No change is required. These phones are in the Data Connection mode always.

# Supported Phones

The Moto Contacts Tool version 1.0 supports the following Motorola phones

MOTOKRZR K1  
MOTOKRZR K1m  
MOTOROLA L7  
MOTOROLA SLVR L7c  
MOTORAZR V3 (Razr 05)  
MOTORAZR V3 (Razr 06)  
MOTORAZR V3xx  
MOTORAZR V3i  
MOTORAZR V9  
MOTOROLA W510  
MOTORIZR Z3  
MOTOROKR Z6m