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Motorola Phones

Moto G, Edge and Razr flip phones — the gestures, the outside screen, Moto AI and updates, explained in plain English

A plain-English guide for seniors and their families

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

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For Moto G, Motorola Edge & Razr on Android 16 · facts current November 2026

What's Inside

This is your Motorola guide. It covers the things that make a Motorola different from other Android phones: the Moto gestures, the Moto app, the Razr's outside screen, Moto AI, Moto Secure and how long your model gets updates. For the everyday Android basics, like calls, texts, the Play Store and bigger text, this guide points you to Bill's companion Android Phones guide so nothing is repeated. Read it in any order, at your own pace.

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PART 1

Welcome to Your Motorola

A friendly hello, how to tell which Motorola you have, and what each family of Motorola phones costs and does as of November 2026.

CHAPTER 1

A Note from Bill

Hello, and welcome. If you're holding a Motorola, you've got a good, sensible phone. Motorola makes some of the most popular low-cost Android phones in the country, the Moto G family, along with the Edge and the Razr, the modern version of the famous flip phone.

I'm Bill. I've spent more than 30 years in professional technology work, and these days I help families here in Portage County, Ohio, get comfortable with their phones, tablets and computers. I wrote this guide the way I'd explain things sitting next to you: slowly, in plain English, with no jargon.

What makes a Motorola different

Underneath, a Motorola is an Android phone, just like a Samsung Galaxy or a Google Pixel. The calls, texts, Google account and Play Store all work the same way. What Motorola adds on top are some clever extras: **gestures** like a double chop to turn on the flashlight, the **Moto app** that gathers those extras in one place, the Razr's **outside screen**, and the newer **Moto AI** helpers.

This guide focuses on those Motorola extras. For the everyday Android basics, I've written a separate **Android Phones** guide, and I'll point you to it whenever it's the better place to look.

WHAT THIS DOES FOR YOU

What this guide does for you

You'll learn the handful of Motorola tricks that genuinely make life easier, like lighting your way in the dark with a flick of the wrist, and you'll know exactly how long your phone will keep getting the security updates that protect you.

You can't break it

Every setting in this guide can be turned back off. Try things. If a gesture surprises you, you'll find out exactly where to switch it off. And if you ever get stuck, call me at **(330) 200-8042**.

— Bill

CHAPTER 2

Which Motorola Do I Have?

Motorola sells three main families of phones in the United States. Knowing which one you have helps you follow the right steps in this guide, and tells you how long it will get updates.

The three families

Family	What it is
Moto G	The budget and mid-price family, roughly $180 to $500. Includes the moto g play, moto g, moto g power and moto g stylus. A regular "slab" phone.
Motorola Edge	The step-up regular phone, with a curved screen and a nicer camera, around $600.
Razr	The flip phones that fold in half, with a second screen on the outside. The 2026 family is the razr, razr+ and razr ultra. There is also the razr fold, which opens like a book.

GOOD TO KNOW

The year is part of the name

Motorola puts the year in the model name, like **moto g power - 2026** or **razr - 2025**. Two phones with the same name but a different year are different phones, so always include the year when you look up help or ask about updates. Outside the U.S., the 2026 Razr phones are sold as the **razr 70** family.

Find your exact model

1. Open **Settings** (the gear icon).
2. Scroll all the way to the bottom and tap **About phone**.
3. Your model name is shown near the top. Write it down, including the year.
4. On the same screen, tap **Android version** to see which version of Android your phone is running.

TIP

Write it on your cheat-sheet

Chapter 29 has a spot to write your model name. You'll need it when you call for help, check how long updates last (Chapter 23), or buy a case.

Is it really a Motorola?

Look on the back of the phone for the Motorola "M" logo, the batwing-shaped M inside a circle. Prepaid carriers sell many Moto G phones under their own branding, but they're still Motorolas and this guide applies to them. Carrier versions sometimes have a few extra apps and may get updates on a slightly different schedule.

CHAPTER 3

The 2026 Lineup and What It Costs

Here's what Motorola sells in the United States as of November 2026, at the regular unlocked price from Motorola. Carriers and stores often sell them for less, especially with a new line of service.

Moto G family

Model	Price (unlocked)	Good to know
moto g play - 2026	about $170–$180	The least expensive. Fine for calls, texts, photos and video calls.
moto g - 2026	$199.99	A better camera and faster charging than the g play.
moto g power - 2026	$299.99	Big battery and the toughest build of the three.
moto g stylus - 2026	$499.99	Has its own stylus that slides out of the phone.

Edge and Razr

Model	Price (unlocked)	Good to know
motorola edge - 2026	$599.99	A regular phone with a premium feel. Lets you pick Moto AI, Google Gemini or Perplexity as your AI helper.
razr - 2026	$799.99	The entry flip phone.
razr+ - 2026	$1,099.99	A bigger outside screen that runs full apps.
razr ultra - 2026	$1,499.99	The top flip phone. Sold unlocked, not through the big carriers.
razr fold	$1,899.99	Opens like a book into an 8-inch screen. The longest update support Motorola offers.

HEADS UP

Prices change

These are Motorola's list prices as of November 2026. Prices vary by store and carrier, and older models are often discounted when the new year's model arrives. Every model in this table ships with **Android 16**.

Which one would I suggest?

- **Simple calls, texts and photos:** a moto g or moto g power is plenty, and the big battery is a real comfort.
- **You like to write by hand:** the moto g stylus.
- **Longest life:** the Edge and Razr get updates longer than the Moto G (Chapter 23).
- **Small in the pocket:** a Razr folds to half the size. It costs more and is a little more delicate.

FROM BILL

Not sure which to buy?

Before you buy, look at how long the phone gets security updates (Chapter 23). A cheaper phone that stops getting updates in two or three years can cost more in the long run than a slightly pricier one.

PART 2

Getting Started

The buttons, the first setup, moving your things over from an old phone, and the Moto app, Motorola's home for all its extras.

CHAPTER 4

Buttons, Charging & Turning It On

Every Motorola has the same few physical controls. Once you know them, the rest is all on the screen.

The buttons

Control	What it does
Power button	On the right side. A short press turns the screen on or off. On many models it also has the fingerprint reader built in, so resting your finger on it unlocks the phone.
Volume buttons	Above or near the power button. Up and down for ringer, calls and video.
Charging port	On the bottom edge. Motorola phones use a **USB-C** plug, the small oval one that goes in either way up.
Pen (g stylus only)	The moto g stylus has a pen tucked into the bottom of the phone. Push it in to release it.

Turning it on and off

1. To turn it on, press and hold the **Power button** for a few seconds until the Motorola logo appears.
2. To turn it off or restart it, press and hold the **Power button** until the power menu appears, then tap **Power off** or **Restart**. If holding the button opens an assistant instead, press **Power** and **Volume up** together, or swipe down twice from the top of the screen and tap the power icon.
3. If the phone is frozen and won't respond, hold the **Power button** for about 10 seconds until it restarts.

TIP

A restart fixes a lot

If something odd is going on, a slow phone, an app that won't open, no sound, restart it before anything else. It's the single most useful fix there is.

Charging

Use the charger and cable that came with the phone, or a good-quality USB-C charger from a known brand. Some models charge wirelessly too, but not all: for example, the moto g power - 2026 dropped the wireless charging the 2025 model had. Check your model's specifications before buying a charging pad.

STAY SAFE

Charging safely

Charge on a hard surface, not on a bed or under a pillow. If the phone or cable gets unusually hot, unplug it. Cheap no-name chargers are the most common cause of trouble.

Bill's **Android Phones** guide covers the buttons, charging and the screen lock in more detail, and it applies to your Motorola too.

CHAPTER 5

Setting Up a New Motorola

A new Motorola walks you through setup one screen at a time, just like any Android phone. Set aside about half an hour, sit near your Wi-Fi router, and have these ready.

Before you start

- Your **Wi-Fi name and password**.
- Your **Google Account** email (often a Gmail address) and password. This is the key to your contacts, photos and apps.
- Your **old phone**, charged, if you're moving things over (Chapter 6).
- The phone's **SIM card** or carrier details. Many new phones use an eSIM, a digital SIM your carrier sets up for you.

The setup screens, in order

1. Press and hold the **Power button** until the phone turns on, then tap **Start**.
2. Pick your language and connect to **Wi-Fi**.
3. Choose whether to **copy apps and data** from your old phone. (See Chapter 6.)
4. Sign in to your **Google Account**. If you don't have one, you can create one here.
5. Set up a **screen lock**: a PIN, and a fingerprint if you'd like. Write the PIN down somewhere safe at home.
6. Review Google's services (backup, location) and Motorola's extras, then finish.

GOOD TO KNOW

A Motorola Account, too

Some Motorola features, including Moto AI (Part 5), ask you to sign in to a free **Motorola Account** as well as your Google Account. You can skip it during setup and add it later when a feature asks.

WHAT THIS DOES FOR YOU

What a careful setup does for you

Signing in to your Google Account with backup on means that if the phone is ever lost or broken, your contacts, photos and apps come right back on the next phone.

SCAM ALERT

Setup help that costs money

Nobody needs to call you to "activate" your new phone, and a store or carrier will never ask for gift cards. If someone calls offering to finish setting up your Motorola for a fee, hang up.

CHAPTER 6

Moving From Your Old Phone

If you already had a phone, you don't need to start from scratch. Android can copy your contacts, photos, texts and apps across during setup.

From an older Android phone

1. Keep both phones charged and close together, on the same Wi-Fi.
2. During setup on the new Motorola, choose to **copy apps and data**.
3. Follow the screens. You'll either connect the two phones with a cable or have the old phone show a code or QR code that the new one reads.
4. Choose what to copy, then leave both phones alone until it finishes. A full phone can take an hour or more.

From an iPhone

Moving from an iPhone to Android is possible, and Android's setup offers an option for it, but there are a few extra steps, like turning off iMessage so your texts arrive on the new phone. Bill's **Switching iPhone & Android** guide walks through the whole thing.

HEADS UP

Turn off iMessage before you switch

If you're leaving an iPhone, turn off iMessage in the iPhone's Messages settings before you put your SIM in the Motorola. Otherwise texts from iPhone friends can quietly go missing.

What doesn't come across

- Some apps need you to sign in again, especially banking apps.
- Apps you paid for on an iPhone don't transfer to Android.
- Your old phone's own settings, like ringtones and wallpaper.

TIP

Keep the old phone for a week

Don't erase or sell the old phone until you've lived with the new one for a few days and checked that your photos, contacts and texts all arrived.

CHAPTER 7

The Moto App: Motorola's Extras in One Place

The **Moto** app is where Motorola keeps the features that make your phone a Motorola. It comes already installed, usually in a folder called **Moto** or right on your apps screen.

What's inside

Section	What it's for
Gestures	Simple motions that do things for you, like a karate chop to turn on the flashlight or a double twist to open the camera. Each one turns on or off by itself. (Part 3)
Display	Peek Display, which shows the time and notifications when the screen is off, and Attentive Display, which keeps the screen on while you're looking at it. (Chapter 11)
Personalize	Fonts, colors, icon shapes and layouts, to make the phone look the way you like.
Play	Extras for games, music and video calls.

Opening the Moto app

1. Swipe up from the bottom of the home screen to see all your apps.
2. Tap **Moto**. (If you don't see it, type **Moto** in the search bar at the top of the apps screen.)
3. Tap a section, such as **Gestures**, to see what's there.

GOOD TO KNOW

Two doors to the same room

Most Moto features are also in the regular **Settings** app. On 2026 models, for example, the gestures are at **Settings** > **Gestures** as well as in the Moto app. Use whichever you find easier. Menu names vary a little from model to model.

WHAT THIS DOES FOR YOU

Why it's worth a look

Ten minutes in the Moto app is the quickest way to discover the features you'll actually use every day. Turn on what helps, and leave the rest off.

PART 3

Moto Gestures

Motorola's best-loved trick: simple motions that light the flashlight, open the camera, take a screenshot or quiet a ringing phone, without hunting for a button.

CHAPTER 8

Chop for the Flashlight

This is the Motorola feature people love most. Hold the phone firmly and make two quick chopping motions, like a gentle karate chop, and the flashlight comes on. Do it again and it goes off. No unlocking, no searching for a button in the dark.

Turn it on

1. Open **Settings** and tap **Gestures**. (Or open the **Moto** app and tap **Gestures**.)
2. Tap **Fast flashlight**.
3. Turn the switch **on**.

Use it

1. Hold the phone firmly in your hand, screen facing you or sideways, whichever is comfortable.
2. Make **two quick chopping motions**, down and back, down and back, like chopping with the edge of your hand.
3. The flashlight turns on. Chop twice again to turn it off.

WHAT THIS DOES FOR YOU

What this does for you

Getting up at night, finding the keyhole on a dark porch, looking for something under the car seat: a quick double chop lights the way while your other hand stays free for the railing.

STAY SAFE

Hold on tight

It takes a firm motion, not a wild swing. Grip the phone well, and if you have arthritis or a weak grip, or you're on stairs, use the flashlight button in Quick Settings instead (swipe down from the top of the screen and tap **Flashlight**).

If it doesn't work

- Make sure **Fast flashlight** is switched on (above).
- The motion needs to be quick and firm. Two short chops, close together.
- If the camera opens instead, you've done a twist rather than a chop. See Chapter 9.
- A thick wallet case can make the motion harder for the phone to recognize.

> **TIP**
>
> **On a UK model it's a "torch"**
>
> If you're reading Motorola's help pages and see **Fast torch**, that's the British name for the same feature.

CHAPTER 9

Twist for the Camera

Motorola's second classic gesture opens the camera from any screen. Twist your wrist twice quickly, the way you'd turn a doorknob back and forth, and the camera is ready to shoot.

Turn it on

1. Open **Settings** and tap **Gestures** (or open the **Moto** app and tap **Gestures**).
2. Tap **Quick capture**.
3. Turn the switch **on**.

Use it

1. Hold the phone in one hand.
2. Twist your wrist **twice, quickly**, back and forth.
3. The camera opens. Tap the big round shutter button to take the picture.

WHAT THIS DOES FOR YOU

What this does for you

The grandkids do something adorable and it lasts two seconds. With Quick capture, you're ready to take the picture before you'd even have found the camera icon.

Chop or twist? Keep them straight

Motion	What happens	Setting name
Two chops (down-up, down-up)	Flashlight on or off	Fast flashlight
Two twists (turn wrist back and forth)	Camera opens	Quick capture

TIP

Turn off what you don't use

If the camera keeps opening by accident while you walk, switch **Quick capture** off. Each gesture turns on and off by itself, so you can keep the flashlight chop and drop the twist.

For more on taking and finding photos, Bill's **Android Phones** guide has a full chapter on the camera and photos, and his **Managing Phone Photos** guide goes further.

CHAPTER 10

More Handy Gestures

The chop and twist are the famous ones, but the **Gestures** screen has a few more. Which ones you see depends on your model; here are the ones Motorola lists on recent Moto G phones.

Gesture	What it does
Three finger screenshot	Touch the screen with three fingers at once to take a picture of the screen.
Flip for DND	Put the phone face down on the table to turn on Do Not Disturb, so it stays quiet during dinner or a nap. Turn it face up to end it.
Pick up to silence	When the phone rings, pick it up and the ringing goes quiet so you can see who's calling in peace.
Swipe to shrink	Makes the screen smaller for easier one-handed use.

Try them one at a time

1. Open **Settings** > **Gestures**.
2. Tap one gesture to read Motorola's short description and, on many models, watch a little animation of how it's done.
3. Turn it on, try it for a few days, and keep it only if it helps.

WHAT THIS DOES FOR YOU

Flip for DND at the doctor's office

Instead of fumbling for the ringer switch when the waiting room is quiet, just lay the phone face down. It's the easiest way to remember to silence it.

HEADS UP

Do Not Disturb hides calls too

While Do Not Disturb is on, calls and texts arrive silently. If you're expecting an important call, from the doctor or family, turn the phone face up so you don't miss it. Bill's Android Phones guide explains how to let favorite contacts ring through.

CHAPTER 11

Peek Display & Attentive Display

Two Motorola display features help you see what you need without unlocking the phone, and keep the screen from going dark while you read.

Peek Display: a quick look at the time and messages

When the screen is off, **Peek Display** briefly shows the time, your notification icons and the battery level, fading in when a message arrives or when you pick the phone up. Touch an icon to peek at the message without unlocking.

GOOD TO KNOW

It's not on all the time

On most Motorola phones, Peek Display appears briefly and then fades out to save battery. It isn't a screen that stays lit all day.

Attentive Display: no more dimming while you read

Ever had the screen go dark halfway through reading a recipe? **Attentive Display** uses the front camera to notice that you're looking at the phone, and keeps the screen on until you look away. The camera check happens on the phone itself.

Find them

1. Open the **Moto** app.
2. Tap **Display**.
3. Tap **Peek Display** or **Attentive Display** and turn it on or off.

WHAT THIS DOES FOR YOU

What this does for you

You can glance at who texted without unlocking, and you can read a long article or follow a recipe without tapping the screen every 30 seconds to keep it awake.

TIP

Make the screen easier to read

Bigger text, bolder letters and a brighter screen are standard Android settings. Bill's Android Phones guide has a whole chapter on bigger, clearer text.

PART 4

Razr Flip Phones

The modern flip phone: opening and closing it, caring for the fold, the screen on the outside, and the clever ways to stand it up.

CHAPTER 12

Living With a Flip Phone

A Razr is a full smartphone that folds in half. Open, it's a regular tall phone. Closed, it's a small square that fits in a shirt pocket, with a second screen on the outside so you can see the time, messages and even use apps without opening it.

Open and closed

Position	What it's for
Opened flat	Works exactly like any Android phone. Everything in Bill's Android Phones guide applies.
Closed	The **outside screen** (Motorola calls it the **external display**) shows the time, notifications and, on most models, apps. (Chapter 13)
Half open	Stand it on a table like a little laptop or a tent, for video calls, hands-free photos or a bedside clock. (Chapter 15)

Caring for the fold

- **Open it with your thumb at the side**, not by prying the two halves apart from the corners.
- A faint **line or crease** down the middle of the big screen is normal on every folding phone. You notice it less over time.
- The inner screen is softer than a regular phone's glass. Don't press on it with a fingernail or pen, and don't close the phone on a key, a coin or crumbs.
- Keep it out of sand and grit, which can get into the hinge.

HEADS UP

Folding phones cost more to repair

A cracked inner screen on a Razr is expensive to fix. If you're buying one, it's worth looking at the protection plan from your carrier or store, and reading what it costs per claim before you decide.

The razr fold is different

The **razr fold** folds the other way: closed, it's a regular-size phone; opened like a book, it becomes an 8-inch screen, closer to a small tablet. It's Motorola's most expensive phone, at $1,899.99 unlocked as of November 2026, and it gets the longest update support of any Motorola (Chapter 23). The rest of this part is about the flip-style razr, razr+ and razr ultra.

CHAPTER 13

The Outside Screen

The screen on the front of a closed Razr is what makes it special. You can check the time, see who's calling, read a text and answer it, all without opening the phone.

What it shows

- The **time, date and battery**.
- **Notifications** as they arrive: texts, emails, reminders.
- **Incoming calls**, which you can answer and talk on with the phone still closed.
- **Panels** you can swipe through, such as weather, calendar, music controls and your apps.

Locking and unlocking it

When you flip the phone closed, the outside screen locks automatically. Unlock it the same way as the big screen, with your fingerprint, face or PIN, and you'll land on the outside screen's own home screen.

Choose which panels appear

1. Open the phone and open **Settings**.
2. Tap **External display**.
3. Tap **Panels**.
4. Turn on the panels you want, such as **Apps**, and turn off the ones you don't.

WHAT THIS DOES FOR YOU

What this does for you

You can check whether that buzz was your daughter or just an advertisement without opening the phone. On a busy day, that alone saves dozens of open-and-close trips.

TIP

Keep it simple

Fewer panels means less swiping. Many people do well with just the clock, notifications and one or two favorite apps.

CHAPTER 14

Using Apps on the Outside Screen

On the razr+ and razr ultra, and on recent base razr models, you can run real apps on the outside screen: reply to a text, check a map, look at a photo. The original 2023 base razr's outside screen is too small for apps.

Add an app to the outside screen

1. Open the phone and go to **Settings** > **External display**.
2. Make sure the **Apps** panel is turned on (Chapter 13).
3. Close the phone, swipe to the Apps panel, and tap the app you want.
4. The first time you open an app on the outside screen, it may ask you to **Allow** it. Tap **Allow**.

Keep an app going when you close the phone

Normally, closing the phone locks the outside screen and takes you back to its home screen. If you'd like an app, say, Maps, to carry on from the big screen to the outside screen when you close the phone, change that app's setting.

1. Open **Settings** > **External display** > **App settings**.
2. Tap the settings icon next to the app.
3. Choose how the app should behave when you close the phone, for example, to keep showing on the external display.

GOOD TO KNOW

Not every app fits

The outside screen is small and the cameras sit inside it, so some apps look cramped. Banking, streaming and some security apps may not run there at all. If one app misbehaves on the outside screen, simply open the phone and use it on the big screen.

WHAT THIS DOES FOR YOU

What this does for you

Following directions while walking, glancing at a shopping list in the store or replying "On my way" with the phone still closed: small conveniences that add up.

CHAPTER 15

Tent, Stand & Flex View

Because a Razr folds, it can stand up on its own. Motorola calls the half-open positions **Flex View**, and it opens up some handy uses.

Hands-free selfies and group photos

With the phone half open and standing on a table, the **main** camera can be your selfie camera, and the phone becomes its own tripod. Everyone can be in the family photo, including the person taking it.

A bedside clock or photo frame

When the phone is standing in **Tent** mode (an upside-down V) or **Stand** mode (like a little laptop), the outside screen can show a clock or a slideshow of your pictures. Motorola calls this **Desk display**.

1. Open **Settings** > **External display** > **Desk display**.
2. Turn on **Tent mode**, **Stand mode**, or both.
3. For each mode, choose **Clock** or a **Text & picture carousel**. You can add your own photo sets to the carousel.
4. Leave **Dim pictures & album covers** turned on.

> TIP
> **Why leave the dimming on**
>
> Motorola recommends keeping **Dim pictures & album covers** on. It saves battery and lowers the chance of an image being "burned in" to the outside screen from showing the same thing for hours.

Video calls without holding the phone

Set the phone half open on a table in Stand mode and make your video call. Your hands are free, the picture stays steady, and your arm doesn't get tired. For how to make video calls, see Bill's Android Phones guide.

WHAT THIS DOES FOR YOU

What this does for you

Steady, hands-free video chats with the grandkids, family photos with everyone in them, and a nightstand clock you can read without your glasses.

PART 5

Moto AI

Motorola's built-in AI helpers: catching up on missed messages, taking notes for you, and remembering things, plus how to open them with a button.

CHAPTER 16

What Moto AI Is (and Isn't)

Moto AI is Motorola's set of artificial-intelligence helpers. "AI" here just means software that can read, summarize and answer questions in everyday language. It comes on the Razr and Edge phones and on some newer Moto G models. Google's own AI helper, **Gemini**, is on Motorola phones too.

The main Moto AI features

Feature	What it does
Catch me up	Summarizes the notifications you missed, like texts and messages, in a few sentences. (Chapter 17)
Pay attention	Records a conversation or talk, then writes out what was said and a short summary. (Chapter 18)
Remember this	Saves a photo or screenshot, along with useful details, into a private journal you can look back on. (Chapter 18)
Next move	When you ask, looks at what's on your screen and suggests a sensible next step. (Chapter 18)

What you need

- A **Motorola Account**. Moto AI asks you to sign in the first time. It's free.
- An **internet connection**, Wi-Fi or cellular.
- Moto AI currently works in **English, Spanish and Portuguese**.

Your choice of helper on the Edge

On the **motorola edge - 2026**, Motorola lets you choose which AI helper you prefer: Moto AI, Google Gemini or Perplexity. You don't have to use any of them. The phone works perfectly well without AI.

HEADS UP

AI makes mistakes

A summary is a shortcut, not the whole story. For anything important, a doctor's instructions, a bill, a message from family, read the original. AI can leave things out or get details wrong.

GOOD TO KNOW

Gemini is a different helper

Gemini is Google's assistant, the replacement for the old Google Assistant. Bill's Android Phones guide covers using your voice assistant. Moto AI and Gemini can live side by side on the same phone.

CHAPTER 17

Catch Me Up: Missed Messages in a Nutshell

Come back from lunch to a pile of texts in the family group chat? **Catch me up** reads your unread notifications and gives you a short summary, so you know what's going on before you dig in.

Use it

1. Unlock your phone.
2. Swipe down from the top of the screen to open your notifications.
3. Tap **Catch me up**.
4. Read the short summary of your unread notifications. Tap any notification to read the original.

You can also open the Moto AI launchpad and choose Catch me up, or simply say "catch me up" to Moto AI.

GOOD TO KNOW

Only certain apps

Catch me up works with a list of supported messaging apps, such as Google Messages and WhatsApp, that are installed on your phone. Notifications from other apps aren't included. You can choose which supported apps it summarizes in Moto AI's settings.

WHAT THIS DOES FOR YOU

What this does for you

Thirty messages about who's bringing what to Thanksgiving turn into three lines. You know at a glance whether anything needs your answer.

TIP

If you don't see Catch me up

Make sure you've signed in to your Motorola Account and that your phone is connected to the internet (Chapter 16). Then check for updates (Chapter 24); Motorola adds Moto AI features through updates.

CHAPTER 18

Pay Attention, Remember This & Next Move

These three Moto AI features help you keep track of things: what was said, what you saw, and what to do next.

Pay attention: notes from a conversation

Turn on **Pay attention** at the start of a talk, a meeting or a class. The phone records until you stop it, then writes out what was said and a short summary. The results are saved in the **Moto Notes** app so you can read them later.

HEADS UP

Ask before you record

Always tell people, and get their OK, before you record a conversation. It's courteous, and in some situations the law requires everyone's permission. Many doctors' offices have their own rules about recording, so ask first.

Remember this: a private journal

Remember this saves a photo or screenshot, a parking spot, a wine label you liked, a business card, and Moto AI adds helpful details to it. Everything goes into a private journal you can look back through later.

Next move: "what now?"

When you ask for it, **Next move** looks at what's on your screen and offers suggestions, like adding an event from a text to your calendar or getting directions to an address. Nothing happens unless you tap a suggestion.

WHAT THIS DOES FOR YOU

What these do for you

Less to remember. Pay attention means you can listen to the talk instead of scribbling notes, and Remember this means the important photo doesn't get lost among a thousand others.

STAY SAFE

What not to save

Don't use Remember this or screenshots for passwords, bank card numbers or your Social Security number. Keep those in a password manager or on paper at home.

CHAPTER 19

Open Moto AI With a Button

On the 2026 Razr phones, you can set a button to open Moto AI, or something else you use often, like the camera or your Wallet.

razr - 2026: double-press the Power button

On the base razr, a **double press** of the Power button can open the **Moto AI prompt bar**, the **Camera**, or your **Wallet**, or do nothing at all. You choose which in Settings.

razr ultra and razr fold: the AI Key

The razr ultra - 2026 and razr fold have an extra **AI Key** on the side. Pressing and holding it opens the Moto AI prompt bar, where you can type or say a question. You can set a double press to run a Moto AI action such as Catch me up or Pay attention.

1. Open **Settings** > **Gestures** > **AI Key**.
2. Tap **Double press**.
3. Choose the Moto AI action you want, or turn the double press off.

TIP

Keep the camera handy instead

If you'll never use AI, set the double press to open the **Camera** on the razr. It's a quick way to catch a moment, like the twist gesture in Chapter 9.

WHAT THIS DOES FOR YOU

What this does for you

One button, the thing you use most. No hunting through app icons.

PART 6

Safety, Privacy & the Grandkids

Moto Secure's protections, Family Space for when the grandchildren borrow your phone, and the scams that target Motorola owners.

CHAPTER 20

Moto Secure: Your Safety Toolkit

Moto Secure is Motorola's security app. It gathers several protections in one place, and it comes on Motorola phones running Android 13 or newer, so every current Motorola has it.

What's inside

Feature	What it does
Phishing Detection	Warns you about suspicious links and websites that may be trying to steal your passwords or money, often before the page even opens.
Network Protection	Warns you when a Wi-Fi network or hotspot looks unsafe, and can block old 2G connections that crooks sometimes fake.
Secure Folder	A locked, PIN-protected folder for private apps and files.
Privacy Dashboard	One place to see and manage which apps can use your location, camera, microphone and other permissions.

Turn on Phishing Detection

1. Open the **Moto Secure** app. (Swipe up for all apps and type **Moto Secure** in the search bar if you don't see it.)
2. Tap **Phishing Detection**.
3. Turn it **on**.

WHAT THIS DOES FOR YOU

What this does for you

Most scams arrive as a link in a text or email. Phishing Detection is a second pair of eyes that can warn you before you land on a fake bank or delivery page.

GOOD TO KNOW

Features vary

Motorola notes that Moto Secure's features and design can vary by model and region, so your app may show slightly different options. Motorola adds features through app updates.

TIP

Permissions, plainly

For a friendly walk-through of what app permissions mean and which ones to say yes to, see the chapter on app permissions in Bill's Android Phones guide.

CHAPTER 21

Family Space for the Grandkids

When a grandchild asks to play a game on your phone, **Family Space** lets you hand it over safely. It creates a restricted space where only the apps you've picked are available, for as long as you choose.

What happens in Family Space

- Only the apps you chose are available. Your texts, email, photos and banking apps stay out of reach.
- The phone goes into Do Not Disturb, so calls and notifications don't pop up while they play.
- An optional timer ends the session automatically.

Set it up

1. Swipe up for all apps and open the **Moto** folder, then tap **Family Space**.
2. Select the apps the grandchild may use, then go to the next step.
3. Add a **password** so they can't leave Family Space on their own. (This needs a screen lock set on your phone.)
4. Choose a **screen time limit**, if you'd like one.
5. Tap **Start** and hand over the phone.

Leave Family Space

1. Swipe down from the top of the screen.
2. Tap **Exit space** (or the Family Space icon) and enter your password.

HEADS UP

You won't hear calls

Because Family Space turns on Do Not Disturb, you won't hear your calls while the grandkids play. Set a timer so you're not out of touch for long.

WHAT THIS DOES FOR YOU

What this does for you

No accidental calls to your doctor, no deleted photos, no surprise purchases, and no worrying while the kids play.

CHAPTER 22

Scams Aimed at Motorola Owners

Scammers love phone owners who are new to their phone. Here are the tricks to watch for. The short version: Motorola will never call you out of the blue, and it will never ask for gift cards.

SCAM ALERT

"Motorola Support" calling you

A caller says they're from Motorola, Google or your carrier and your phone is infected or your account is locked. They want you to install an app so they can "fix" it, or they ask for a code that was just texted to you. Hang up. Real support doesn't call you unasked. If you're worried, look up the number on Motorola's real website, motorola.com, and call them yourself.

SCAM ALERT

Fake update texts and pop-ups

A text or web pop-up says "Your Motorola needs an urgent update, tap here." Real Android updates come only through **Settings** > **System updates** (Chapter 24) and never from a link in a text. Don't tap it, and never install apps from links.

SCAM ALERT

"You won a free Razr"

Prize texts and social-media posts offering a free or nearly free Razr, if you just pay shipping or enter your card number, are scams. Motorola doesn't give phones away by text message.

SCAM ALERT

Gift cards and verification codes

No real company, bank or government office asks to be paid in gift cards, and no one legitimate asks you to read back a verification code sent to your phone. Those two requests alone mean it's a scam.

Your three-step defense

1. **Stop.** Don't tap, don't call back the number they gave you, don't install anything.
2. **Check.** Look up the company's real number yourself, or ask a family member.
3. **Report.** If you lost money, call your bank right away and report it at ReportFraud.ftc.gov.

TIP

Let Moto Secure help

Turning on Phishing Detection (Chapter 20) adds a warning layer for scam links. Bill's Spotting & Avoiding Scams guide covers every common scam in more depth.

FROM BILL

Already tapped something?

If you tapped a scam link, gave out a code or let someone onto your phone, don't be embarrassed; it happens to careful people. Call me at (330) 200-8042 and we'll check the phone and secure your accounts.

PART 7

Updates & Everyday Care

How long your Motorola gets updates, how to install them, connecting to a Windows PC, the fixes that cure most problems, and what to do when it's time to move on.

CHAPTER 23

How Long Your Motorola Gets Updates

Updates do two jobs. **Android upgrades** bring new features, like the move from Android 16 to Android 17. **Security updates** quietly patch holes that criminals could use. The security updates matter most: a phone that no longer gets them gets riskier to bank and shop on every year.

Motorola's support, by family

This is the honest part. Motorola supports its phones for less time than Google and Samsung do, especially the low-cost Moto G models. Here's what Motorola's own security-update page and its published materials show as of November 2026.

Phone	Started on	Security updates until	Android upgrades
moto g - 2026	Android 16	December 2028	Android 17 is next; Motorola's Moto G models typically get two
motorola edge - 2026	Android 16	June 2029 (at least every two months)	Typically two
razr, razr+, razr ultra - 2026	Android 16	Check Motorola's page (see below)	Up to three
razr fold	Android 16	March 2033	Motorola promises up to seven

HEADS UP

Shorter than you might expect

A moto g bought new in late 2025 stops getting security updates at the end of 2028, about three years. Google's Pixel and Samsung's Galaxy phones promise far longer. That doesn't make a Moto G a bad phone, but it does mean you should plan to replace it sooner, and buy the newest model year when you do.

Check your exact phone

Motorola keeps an official list. It's the only place to trust, because dates differ by model, region and carrier.

1. On any computer or phone, go to **en-us.support.motorola.com/app/software-security-update**. (Or search for "Motorola security updates.")

2. Select your product, including the year (Chapter 2).
3. Read the launch date, the Android version, and the date security updates stop.

GOOD TO KNOW

Not on the list?

Motorola says a phone that's no longer on the list no longer gets security or Android updates. It will still make calls, but it's time to think about replacing it (Chapter 27).

TIP

Carrier phones can be slower

Motorola notes that update timing varies by carrier, region and where you bought the phone. A phone from a carrier may get each update a few weeks later than an unlocked one.

CHAPTER 24

Installing Updates

Your Motorola checks for updates on its own and lets you know when one is ready. You can also check yourself whenever you like.

Check for an update

1. Connect to **Wi-Fi** and plug in the charger, or make sure the battery is at least half full.
2. Open **Settings**.
3. Tap **System updates**.
4. Tap **Check for updates**.
5. If an update is found, follow the on-screen steps to download and install it. The phone will restart.

WHAT THIS DOES FOR YOU

What this does for you

Each security update closes doors that criminals use to get into phones. Five minutes now keeps your banking, email and photos safer for months.

GOOD TO KNOW

There's no going back

Once an update is installed, you can't return to the previous version. That's normal, and on the whole it's a good thing, but it's why a minute of patience while it finishes is worth it.

Apps update separately

Your apps, like Messages, Chrome and Facebook, update through the **Google Play Store**, not through System updates. Bill's Android Phones guide explains how to keep apps up to date, and Google also sends some security fixes through **Google Play system updates**, which you'll find under **Settings** > **Security & privacy** on most phones.

SCAM ALERT

Updates never come by text

A text, email or pop-up that says your Motorola needs an update "now" with a link is a scam. Real updates only come through Settings.

CHAPTER 25

Smart Connect: Your Phone and Your Windows PC

Smart Connect is Motorola's way of linking your phone to a Windows computer. It's optional, but if you use a laptop at home it can be handy.

What it can do

- Move photos and files between phone and PC without a cable.
- Use your phone as a **webcam** for video calls on the computer.
- See your phone's screen and apps on the computer.
- Use one mouse and keyboard across the PC and the phone.

What you need

- A **Windows 10 or Windows 11** computer with Bluetooth.
- The **Smart Connect** app on the PC, free from the Microsoft Store, and Smart Connect on the phone.
- Both devices on the same Wi-Fi, or connected with a USB-C cable.

GOOD TO KNOW

Some features need a newer Motorola

Motorola notes that some Smart Connect features work only on compatible Motorola phones. If you see an option missing, your model may not support it. Microsoft's own **Phone Link** app is another way to connect any Android phone to a Windows PC.

WHAT THIS DOES FOR YOU

What this does for you

The photos from the grandkids' visit end up on the big computer screen, ready to print or share, without fiddling with cables.

CHAPTER 26

Lost Phone & Simple Fixes

Most phone problems have a simple fix. Try these in order before you worry.

When something's wrong, in order

1. **Restart the phone** (Chapter 4). It cures more problems than anything else.
2. **Check for an update** (Chapter 24).
3. **Check the gesture settings** if the flashlight or camera keeps turning on by itself (Chapter 10).
4. **Close and reopen the app** that's misbehaving.
5. **Check the charger and cable** if it stopped charging; try a different outlet and a different cable, and look for lint in the USB-C port.
6. **Call for help** if it's still not right (Chapter 28).

If your Motorola is lost or stolen

Because your Motorola is an Android phone, Google's **Find Hub** (it used to be called Find My Device) can show where it is on a map, make it ring, lock it or erase it. Go to **android.com/find** on any computer or another phone and sign in with your Google Account. Bill's Android Phones guide has the full steps in its chapter on finding a lost phone.

> TIP
> **Make it ring first**
> If it's somewhere in the house, "Play sound" in Find Hub rings it at full volume, even on silent.

If it got wet or was dropped

- Wipe it dry and leave it switched off for a few hours. Don't charge it while it's wet.
- Don't put it in rice or use a hair dryer on it.
- If the screen is cracked, a screen protector or case can keep glass from spreading until it's repaired.
- On a Razr, check that the hinge opens and closes smoothly before relying on it.

STAY SAFE

A swollen or hot battery

If the phone bulges, the screen lifts, or it gets hot when it isn't charging, stop using it, don't charge it, and get it looked at. A damaged battery is a fire risk.

CHAPTER 27

When It's Time to Move On

Because Motorola's update support is shorter than some brands', you'll likely replace a Moto G sooner than you'd replace a refrigerator. Here's how to know when, and how to pass the old phone on safely.

Signs it's time

- It's no longer on Motorola's security-update list (Chapter 23).
- The battery won't last the day, even after a restart.
- Your banking or health apps say the phone is too old.

Before you sell, give away or recycle it

1. Make sure your photos and contacts are backed up to your Google Account. Bill's Android Phones guide shows how to check.
2. Move everything to your new phone and live with it for a few days (Chapter 6).
3. Remove any memory card and SIM card.
4. Erase the phone with a factory reset (in **Settings** > **System** > **Reset options** on most Android phones). This also removes your Google Account from it.

HEADS UP

Sign out before you reset

If a phone is reset without removing the Google Account first, the next owner may be locked out by Google's theft protection. Erasing from Settings, as above, takes care of it.

WHAT THIS DOES FOR YOU

What this does for you

Your photos, messages and accounts go with you, not with the phone, and the next owner gets a clean, working phone.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and one page that sums up the whole guide.

CHAPTER 28

When to Call Bill

I wrote this guide so you can do most of this yourself. But sometimes it's simply easier to have someone patient sit with you and do it together. Here's my honest advice on when a call is worth it.

Times it's well worth a call

- **Setting up a new Motorola** and moving everything over from your old phone, especially from an iPhone.
- **Learning your phone**: my **Device Training** service is a relaxed, one-on-one session where we go through your own Motorola together, gestures, outside screen and all, at your pace.
- **Choosing a phone**: comparing Moto G, Edge and Razr models, and checking how long each will get updates.
- **Setting up Family Space, Moto Secure and backups** so you and the grandkids are protected.
- **Something feels off**: a call, text or pop-up you're unsure of, or you think you tapped a scam.
- **Passing an old phone on** safely, with everything saved first.

What working with me is like

I work at your pace, in your home here in Portage County or over a remote session, and I explain what I'm doing in plain words. I've got more than 30 years of professional experience in technology, and no question is too small. I'll tell you honestly when something is better handled by your carrier or by Motorola itself.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is $49 remote · $99 in your home. This guide is yours to keep and share.

GOOD TO KNOW

You may meet Sophie

When you call or visit billshometech.com, you may be greeted by **Sophie**, my AI receptionist. She can answer quick questions and book a time for you. The actual help always comes from me.

Thank you for reading. Enjoy that flashlight chop. It never gets old.

— Bill

CHAPTER 29

Your Motorola Cheat-Sheet

The whole guide on one page. Keep a copy near where you charge your phone.

The essentials

I want to...	Do this
Flashlight	Chop twice. Turn on at **Settings** > **Gestures** > **Fast flashlight**.
Camera	Twist your wrist twice. **Settings** > **Gestures** > **Quick capture**.
Moto extras	The **Moto** app: Gestures, Display, Personalize.
Razr outside screen	**Settings** > **External display** (Panels, App settings, Desk display).
Missed messages	Swipe down, tap **Catch me up** (needs a Motorola Account).
Scam links	**Moto Secure** > **Phishing Detection**: on.
Grandkids borrowing	Moto folder > **Family Space**.
Updates	**Settings** > **System updates** > **Check for updates**.
Update end date	en-us.support.motorola.com/app/software-security-update
Lost phone	android.com/find (Google Find Hub).

Write it down once

Keep handy	
My model (with year)	_____
Security updates end	_____
My Google Account email	_____
Where my screen-lock PIN is kept	_____
My carrier and its support number	_____
Bill's Home Tech	(330) 200-8042 · billshometech.com/book

When something's wrong, in order

1. Restart the phone.
2. Check for an update.
3. Check the Gestures settings if things turn on by themselves.
4. Close and reopen the app.
5. Try a different charger, cable and outlet.
6. Still stuck? Call Bill at (330) 200-8042.

SCAM ALERT

The golden rule

Motorola, Google and your carrier will never call you out of the blue, ask for gift cards, or ask you to read back a code. When in doubt, hang up and call a number you looked up yourself.