BlackBerry

Sprint

Sprint® Mobile Broadband Smart Device
BlackBerry® 8830 World Edition Smartphone

5/24/07

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Welcome to Sprint

Sprint and Nextel have come together offering you more choice and flexibility to do whatever you want, whenever you want.

This powerful combination brings you access to more products, more services, and more of what you need to do more of what you want.

Welcome and thank you for choosing Sprint.

Getting Started With Your BlackBerry® 8830

Congratulations on purchasing a BlackBerry® 8830 World Edition smartphone.

This **Getting Started Guide** introduces you to Sprint Service and all the features of your new BlackBerry® device. Whether you are a first-time BlackBerry® device user or you are already familiar with BlackBerry® device technology, this guide is designed to make getting started as easy as possible.

1 Get introduced to your device in **Getting to Know Your BlackBerry® 8830** on page 1.

2 Follow the set-up instructions and get connected to the Sprint National Network in **Setting Up Your BlackBerry® 8830** on page 4.

3 Select and configure your email options in **Setting Up Email on Your BlackBerry® 8830** on page 11.

4 Learn how to use your device's basic functions, from making a phone call and sending email to adding contacts and using Bluetooth, in **Using Your BlackBerry® 8830** on page 16.

5 Learn how to use your device's international roaming capabilities, from inserting a SIM card to making and receiving international calls, in **Sprint Worldwide℠ Wireless Service** on page 37.

6 Get a brief tutorial on your device's screen icons, navigation, and keyboard shortcuts in **BlackBerry® 8830 Basics and Shortcuts** on page 50.

7 Find answers to some of your questions – and find out how to learn even more – in **Frequently Asked Questions** on page 59.

Getting to Know Your BlackBerry® 8830

The BlackBerry® 8830 World Edition Smartphone

Power key

Mute key

Headset jack

USB port

Menu key
Open the menu in an application

Send key
Open the phone
Call a highlighted phone number

Convenience key

Trackball
Roll to move around a screen
Click (press) to select an item

Alt key
Type the alternate character on a key

Left Shift key

Volume keys
Adjust the volume during a call

Escape key
Move back a screen
Close a menu

End key
End a call

Backspace/Delete key

Speakerphone key
Turn the speakerphone on or off during a call

Enter key

Right Shift key

Symbol key
Open the symbol list

Navigating With Your BlackBerry® 8830

Roll the trackball to move the cursor in any direction and highlight items on the screen. **Click (press) the trackball** to select an item or follow a link.

Press the Menu button to open a menu.

Press the Escape key to exit a screen, cancel an action, or go back one page in the browser.

Applications

Explore the many useful applications that your BlackBerry® device has to offer. Here are a few to get you started:

Click **Setup Wizard** to to learn about typing, set options to personalize your device, and set up your email address(es). The Setup Wizard also provides links to information about common tasks.

Click **Browser** to visit Web pages, browse for download items, and set browser options. Your BlackBerry® device might have more than one browser.

Click **Sprint Software Store** to access a direct link to the latest games, top-rated applications, ringers, and quality content to enhance your new BlackBerry® device.

Click **Messages** to view the messages list, compose new messages, and set options for email messages.

Click **Call Log** to make a call or view a list of recent calls.

Click **Media** to view saved videos, ring tones, pictures, and songs.

Click **Options** to find the main list of BlackBerry® device options (including setting the Convenience keys), Bluetooth settings, and wireless settings.

Click **Address Book** to view your contact list or to add a new contact.

Click **Help** to view help topics for your device.

Setting Up Your BlackBerry® 8830

Set-Up Checklist

Setting up your BlackBerry® device is easy. Follow these steps to get started:

1 **Insert the Battery (page 5).**

2 **Charge the Battery (page 7).**

3 **Turn Your BlackBerry® 8830 On (page 8).**

4 **Complete the Setup Wizard (page 8).**

5 **Connect to the Sprint National Network (page 9).**

6 **Set Up Your Sprint Voicemail (page 10).**
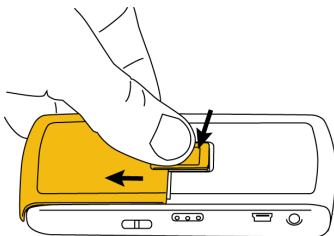
1   Insert the Battery

WARNING	Use only those accessories approved by RIM. Using any accessories not approved by RIM for use with your BlackBerry® device may invalidate any approval or warranty applicable to your BlackBerry® device and may be dangerous. See the *Safety and Product Information* booklet that was packaged with your device for more information about safe battery usage.

For more information on purchasing RIM approved batteries and accessories, please see "Where can I buy accessories for my BlackBerry® device?" on page 62.
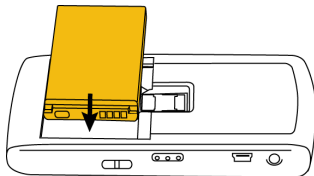
To insert the battery:

1. Press the battery cover release button.

2. Slide off the battery cover.

3. Insert the battery so that the connectors on the battery align with the connectors on your BlackBerry® device.
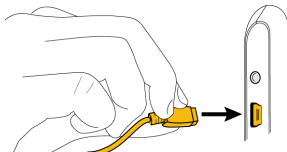

4. Replace the battery cover.

If the battery is charged, your BlackBerry® device turns on.

2 Charge the Battery

1. Connect the small end of the USB cable to your BlackBerry® device.

2. Depending on the type of travel charger that you received with your BlackBerry® device, slide the plug blade attachment into the power adapter or pull the plug blades down.
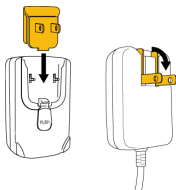
3. Plug the power adapter into a power outlet.
4. Charge the battery to full power.

Note:	If you install the **BlackBerry® Desktop Software** included on the *BlackBerry® User Tools CD* that was packaged with your device, you can charge your BlackBerry® device by connecting it to your computer. See "Can I charge my BlackBerry® device by connecting it to my computer?" on page 59 for more information.

3 Turn Your BlackBerry® 8830 On

▶ To turn the BlackBerry® device on or off, press the **Power** button on top of the device.

Power key

4 Complete the Setup Wizard

Your device features a Setup Wizard which is designed to help you learn about typing, set options to personalize your device, and set up one or more email addresses. The Setup Wizard takes approximately ten minutes to complete.

1. From the Home screen, highlight **Setup Wizard** ( ) and click (press) the trackball to continue.
2. From the Setup Wizard dialog, click **Run Setup Wizard**.
3. Read the Setup Wizard introduction.
4. Click **Next** to continue.
5. Follow the onscreen instructions to complete the Setup Wizard.

> **Note:** For more information about selecting and setting up your email options, please see "Setting Up Email on Your BlackBerry® 8830" on page 11.

5   Connect to the Sprint National Network

When you turn on your BlackBerry® device by pressing the **Power** button, it should automatically connect to the Sprint National Network.

To connect to the network successfully, your Sprint service must be active, and you must be in a Sprint National Network service area. For more information about wireless coverage indicators, please see the chart on page 54.

Note:	Before using your BlackBerry® device in international roaming areas, you must establish service and connect to the Sprint National Network in the U.S. For more information about international service and options, please see "Sprint Worldwide℠ Wireless Service" on page 37.

If your BlackBerry® device is on but the wireless radio is turned off (the coverage indicator reads 📶off), you can turn the radio on and connect to the network by clicking **Manage Connections** and selecting **Mobile Network**.

Using Your BlackBerry® 8830 Without a Wireless Connection

When your BlackBerry® device is not connected to a wireless network (or if the wireless radio is turned off) you can continue to use features that do not require a connection to a network. For example, you can type and save draft email messages, manage tasks, or use the calculator.

6 Set Up Your Sprint Voicemail

Sprint voicemail is designed to transfer all unanswered calls to your BlackBerry®
device to your voicemail, whether your phone is in use or turned off. Therefore,
you will want to set up your voicemail and personal greeting as soon as your
BlackBerry® device is activated.

1. From the Home screen, press and hold $\begin{bmatrix} ' \\ w \end{bmatrix}$.

2. Follow the system prompts to:
    - Create your passcode.
    - Record your name announcement.
    - Record your greeting.
    - Choose whether or not to activate One-Touch Message Access (a feature
      that lets you access messages simply by pressing and holding $\begin{bmatrix} ' \\ w \end{bmatrix}$,
      bypassing the need for you to enter your passcode).

Note:	**Voicemail Passcode**
	If you are concerned about unauthorized access to your voicemail account, Sprint recommends that you enable your voicemail passcode.

Setting Up Email on Your BlackBerry® 8830

Choosing Your Email Setup Option

To begin sending and receiving email messages on your BlackBerry® device, you must set up your device with a supported email account (up to 10 supported accounts). The Setup Wizard (see "Complete the Setup Wizard" on page 8) will guide you through the process. The following options will be available:

BlackBerry® Internet Service Option

Use this option if one or more of the following situations apply:

- You purchased your BlackBerry® device in a store.
- You want to set up a new email account for use with your BlackBerry® device.
- You want to send and receive email messages on your BlackBerry® device from one or more existing, supported email accounts.

Select the **I want to create or add an email address** option in the Setup Wizard on your device.

BlackBerry® Enterprise Server Option

Use this option if all of the following apply:

- A system administrator is managing a BlackBerry® Enterprise Server within your company.
- A system administrator has confirmed that you are permitted to use the BlackBerry® Enterprise Server.
- You want to receive messages from a corporate Microsoft® Outlook®, IBM®, Lotus Notes®, or Novell® GroupWise® email account.

- Your supported email account resides on a Microsoft Exchange, IBM Lotus® Domino®, or Novell GroupWise email server.
- You subscribe to a wireless service that supports account setup using the BlackBerry® Enterprise Server.

Select the **I want to use a work email account with a BlackBerry Enterprise Server** option in the Setup Wizard on your device. If you do not have an enterprise activation password, contact your system administrator.

BlackBerry® Desktop Redirector Option

Use this email setup option to associate your device with a Microsoft Outlook (Workgroup Installation) email account. You can set up email using this option by installing the BlackBerry® Desktop Software and selecting the **BlackBerry® Desktop Redirector** option. If you use this email setup option, you must keep your computer turned on to receive your email messages.

Using the BlackBerry® Internet Service Option

You can set up for email using the Setup Wizard on your BlackBerry® device.

To set up for email, you must create a login ID and password. The first time that you log in, you can add a supported email address, create a BlackBerry® email address, or do both.

- Add an email address if you have an existing, supported email account that you want to access from your BlackBerry® device.
- Create a BlackBerry® email address if you do not have another existing, supported email account, or if you need an additional email address that you can use to send and receive email messages.

To set up your email account(s) from your device:

1. In the Setup Wizard, on the email setup screen, select the **I want to create or add an email address** option and then click **Next**.
2. Click **Next** to open the email setup Web site on your device.
3. On the email setup Web site, click **Create New Account**.
4. Carefully review the Legal Terms and Conditions. If you agree, click **Yes**.
5. Type the login information.
   - **User ID:** Type a login name of your choice for the email setup application or the email setup Web site.
   - **Password:** Type a login password of six or more characters. Click **Next**.
6. Write down your user ID and password and keep the information in a safe place.
7. Perform one of the following actions:
   - To add an email address for an existing supported email account (up to 10), click **I would like to use my existing email address** and click **Next**. Type the full email address (for example, yourname@ispname.com) and password for your email account and click **Next**.
   - To create a BlackBerry email address, click **Create a BlackBerry email address** or **I would like to create a new BlackBerry email address** and click **Next**. In the **Username** field, type the name that you want to appear before the at sign (@) in your new BlackBerry® email address.
8. Follow the onscreen prompts to complete the setup.
9. To log out of the email setup Web site and return to the Setup Wizard, click **Log Out** or **Close**.

Using the BlackBerry® Enterprise Server Option

If your system administrator has provided you with an Enterprise Activation password, you can set up your supported email accounts (up to 10) directly from your BlackBerry® device.

To use Enterprise Activation from your device:

1. In the Setup Wizard, on the email setup screen, select the **I want to use a work email account with a BlackBerry Enterprise Server** option and then click **Next**.

2. Type your supported corporate email account address.

3. Type the Enterprise Activation password provided by your system administrator, and then click **Activate**.

4. To log out of the email setup area and return to the Setup Wizard, click **Log Out**.

Using the BlackBerry® Desktop Redirector Option

If you do not have access to a BlackBerry® Enterprise Server and you want to associate your device with a corporate Microsoft Outlook (Workgroup Installation) email account, you can install the BlackBerry® Desktop Redirector software on your computer to associate your device with that email account.

▶ To install the BlackBerry® Desktop Redirector, select **BlackBerry Desktop Redirector** as your message redirection option when installing the BlackBerry® Desktop Software. See "Installing the BlackBerry® Desktop Software" on page 32 for more information about installing the software.

Note:	When using the BlackBerry® Desktop Redirector, your PC must be on and the BlackBerry® Desktop Redirector must be active to send and receive messages on your device.

Finding More Information

See the *BlackBerry® Internet Service Online Help* for more information about adding supported email accounts, creating a BlackBerry® email address, or managing email settings and message delivery options.

To view the *BlackBerry® Internet Service Online Help*, log into the BlackBerry® Internet Service Web site and click the **Help** link.

Note:	If you log into the BlackBerry® Internet Service Web site using a browser on your BlackBerry® device, click the **Help** link on the Web page.

Setting Up Email

Using Your BlackBerry® 8830

Now that you have your BlackBerry® device set up and ready to use, you can start taking advantage of all the features of your device. This section outlines many of the basic features of your BlackBerry® device. For complete details, click **Help** (🛈) or go online to access your complete user guide.

Here's a list of basic features to get you started:

◆ **Making and Answering Phone Calls (page 18).**

◆ **Using Voicemail (page 21).**

◆ **Sending Email Messages (page 22).**

◆ **Sending SMS (Text) Messages – Domestic (U.S.) Only (page 23).**

◆ **Sending PIN Messages (page 23).**

◆ **Adding Contacts (page 24).**

◆ **Using the Calendar (page 24).**

◆ **Going to Web Pages (page 25).**

◆ **Setting a BlackBerry® 8830 Password (page 26).**

◆ **Locking and Unlocking the BlackBerry® 8830 (page 26).**

◆ **Inserting a microSD Card (page 27).**

- **Location Settings – Domestic (U.S.) Only (page 28).**
- **Using Bluetooth With Your BlackBerry® 8830 (page 29).**
- **Using Your BlackBerry® 8830 as a Modem (page 30).**
- **Installing the BlackBerry® Desktop Software (page 32).**
- **Using Your BlackBerry® 8830 With a Hearing Aid Device (page 34).**
- **Finding Help With Other Features (page 36).**

Using Your Device

Making and Answering Phone Calls

Making a Phone Call

▶ On the Home screen or on the phone screen, type a phone number and press the **Send** key (▭▭▬▭). To end the call, press the **End** key (▭▬▭▭).

Note:	Press the **Send** key on any screen to open the phone screen.

▶ Select a contact, call log, or phone number link on any screen and press the **Send** key (▭▭▬▭) to make a call.

Answering a Phone Call

▶ To answer an incoming call, click **Answer** or press the **Send** key (▭▭▬▭). To end the call, press the **End** key (▭▬▭▭).

In-Call Options

During an active call, press ▉ to display a menu of available in-call options, including **Help**, **End Call**, **Flash**, **Conference Call**, **Mute**, **Notes**, **View Address Book**, **View Calendar**, **View Messages**, and **Home Screen**.

Using the Mute Option

▶ To mute the microphone during a call, press the **Mute** button or click the trackball and then click **Mute**. To turn the microphone back on, press the **Mute** button again or click the trackball and then click **Turn Mute Off**.

Using the Speakerphone

▶ To turn the speakerphone on or off during a call, press the **Speakerphone** key (▉).

Using Call Waiting

To answer an incoming call waiting call:

▶ When you hear the tone and see the "Waiting Call" message, press the **Send** key (▉) to answer the incoming call and put the other call on hold.

To switch between calls:

▶ Click the trackball and then click **Flash**.

Making Emergency Calls – Domestic (U.S.) Only

You should be able to make emergency calls even if your BlackBerry® device is locked or your account is restricted, provided you are within range of a compatible wireless network.

To make an emergency call:

▶ Dial **9 1 1** and press ⌷.

To make an emergency call if your keyboard or device is locked:

▶ Click the trackball, click **Emergency Call**, and then click **Yes**.

Enhanced 911 (E911) Information – Domestic (U.S.) Only

Your BlackBerry® device features an embedded Global Positioning System (GPS) chip necessary for utilizing E911 emergency location services where available.

When you place an emergency 911 call, the GPS feature of your BlackBerry® device begins to seek information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

IMPORTANT	**Always report your location to the 911 operator when placing an emergency call.** Some designated emergency call takers, known as Public Safety Answering Points (PSAPs) may not be equipped to receive GPS location information from your device.

Note:	The GPS feature on your BlackBerry® device can help emergency personnel determine your location in instances where you are in a wireless coverage area, your device is able to communicate with a GPS-enabled satellite, and your emergency response center is equipped to process such information.

Using Voicemail

> **Note:** For information about setting up voicemail on your BlackBerry® device, see "Set Up Your Sprint Voicemail" on page 10 for details.

New Voicemail Message Alerts

When you receive a new voice message, your BlackBerry® device alerts you and prompts you to call your voicemail.

> **Note:** When you are roaming off the Sprint National Network, you may not receive notification of new voicemail messages. It is recommended that you periodically check your voicemail by dialing 1 + area code + your wireless phone number. When your voicemail answers, press (∗) and enter your passcode. You will be charged roaming rates when accessing voicemail while roaming off the Sprint National Network.
>
> Sprint voicemail accepts messages even when your device's phone is turned off. However, you are notified of new messages only when your phone is turned on and you are in a Sprint service area.

Retrieving Your Voicemail Messages

You can review your messages directly from your BlackBerry® device or from any other touch-tone phone.

Using Your BlackBerry® 8830 to Access Your Voicemail Messages

▶ Press and hold $\left|\frac{1}{w}\right|$. (Your BlackBerry® device will dial your voicemail box.) If you have not disabled your voicemail passcode, enter the passcode and press the pound key ($\left|\frac{\#}{□}\right|$) to access your voicemail.

Using Another Phone to Access Your Voicemail Messages

   1. Dial your wireless phone number.
   2. When your voicemail answers, press the asterisk key (∗).
   3. Enter your voicemail passcode and press the pound key (#) to access your voicemail.

Voicemail Options

When you are connected to your voicemail box, follow the spoken instructions to set your voicemail options, including enabling or disabling Expert Mode, setting up group distribution lists, selecting reply options, and recording an extended absence greeting.

Sending Email Messages

You must set up a supported email account to use with your BlackBerry® device before you can send and receive email messages. See "Setting Up Email on Your BlackBerry® 8830" on page 11 for more information.

   1. Click **Messages** (🗂) to display a message list, and then press 🎛 .
   2. Click **Compose Email**.
   3. In the **To** field, type an email address or a contact name.
   4. Type a message and then click the trackball.
   5. Click **Send**.

> **Note:** If you have set up more than one supported email account on your BlackBerry® device, you can select an account to send the message from. At the top of the message, in the **Send Using** field, press the **Space** key until the preferred email account appears.

Sending SMS (Text) Messages – Domestic (U.S.) Only

1. Click **Messages** ( ) to display a message list, and then press .
2. Click **Compose SMS Text**.
3. Do one of the following:
   - If the recipient is not in your address book, click **[Use Once]**, enter an SMS-compatible phone number, and then click the trackball.
   - If the recipient is in your address book, click the contact entry.
4. Type a message and then click the trackball.
5. Click **Send**.

Notes:	To send an SMS message quickly from the phone screen, type an SMS-compatible phone number, click the trackball, and then click **SMS Text <##########>**.

Sending PIN Messages

A personal identification number (PIN) uniquely identifies each BlackBerry® device on the network. If you know the PIN of another BlackBerry® device user, you can send a PIN message to that person. To find your PIN, click **Options > Status** from the Home screen.

1. Click **Messages** to display the messages list, and then press .
2. Click **Compose PIN**.
3. In the **To** field, type a PIN or a contact name.
4. Type a message and then click the trackball.
5. Click **Send**.

Adding Contacts

1. Click **Address Book** (🔲) to display the contacts list, and then press 🔳 .
2. Click **New Address**.
3. Type the contact information and then click the trackball.
4. Click **Save**.

Note:	If you have installed BlackBerry® Desktop Manager software on your computer (see "Installing the BlackBerry® Desktop Software" on page 32), you can also add Contacts by connecting your BlackBerry® device to your computer and synchronizing with a compatible Personal Information Management (PIM) address book. See the *BlackBerry® Desktop Manager Online Help* for details.

Using the Calendar

Adding an Appointment

1. Click **Calendar** to display the calendar view, and then press 🔳 .
2. Click **New**.
3. Type the appointment details.
4. Click the trackball, and then click **Save**.

Viewing and Editing Appointments

1. Click **Calendar** to display the calendar view, and then press 🔳 .
2. Click the desired calendar view (**View Week**, **View Month**, or **View Agenda**).

Note:	If you are in Month view, you will need to click on a specific day to view appointments for that day.

3. Select the appointment you wish to view or edit, press ⌗, and then click **Open**.

Note:	If the selected item is a recurring appointment, select **Open the series** to edit all occurrences or **Open this occurrence** to edit only the selected occurrence.

4. Confirm or edit the information as needed. When you have finished, click the trackball and then click **Save** to save your changes.

Going to Web Pages

1. Click **Browser** (🌐) to display the browser, and then press ⌗.
2. Click **Go To**.
3. Do one of the following:
   - Type a Web address (URL) and press ↵.
   - Highlight a Web address and press ↵.
4. Click **OK**.

Tips:	To insert a period, press the **Space** key.
	To insert a slash mark (/), press the **Shift** key + the **Space** key.
	The **Go To** dialog box tracks the Web addresses that you type. To go to a Web page on the list, click the Web address and then click **OK**.

Setting a BlackBerry® 8830 Password

1. Click **Options** ( ) **> Security Options**.
2. Click **General Settings**.
3. Set the **Password** field to **Enabled**.
4. Set the other security options and then click the trackball.
5. Click **Save**.
6. Type a password and then press .
7. Retype the password.
8. Click the trackball.

Locking and Unlocking the BlackBerry® 8830

To lock your BlackBerry® device:

▶ With a password set, on the Home screen, click **Lock**.

To unlock your BlackBerry® device:

▶ On the Lock screen, roll the trackball. Click **Unlock**. Type your password. Press the **Enter** key ( ).

Note:	When the BlackBerry® device is locked, you should be able to make an emergency call without dialing the emergency access number, provided you are within range of a compatible wireless network. Click **Emergency Call**. Click **Yes**.

Inserting a microSD Card

You can use an optional microSD media card to extend the memory available on your BlackBerry® device for storing media files such as videos, ring tones, pictures, or songs.

| Note:	Your use of third-party products or services shall be governed by and subject to you agreeing to the terms of separate licenses, if any, for those products or services. Any third-party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third-party products or services and RIM assumes no liability whatsoever in relation to the third-party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

1. Press the battery cover release button and slide off the battery cover.

2. Slide the media card holder door toward its hinges to unlock it.

3. Open the media card holder door.

4. Place the media card into the slots in the media card holder door so that the metal contacts on the media card align with the metal contacts on your device when the media card holder door is closed.

5. Close the media card holder door.

6. Slide the media card holder door away from its hinges to lock it.

7. Replace the battery cover.
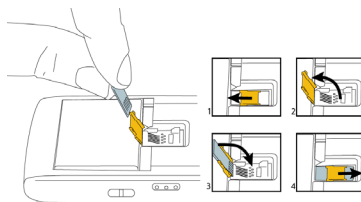
Location Settings – Domestic (U.S.) Only

Your BlackBerry® device is equipped with a Location feature for use in connection with location-based services that may be available.

Where services are available, the Location feature allows the network to detect your position. Turning Location off will hide your location from everyone except 911 (where compatible wireless coverage is available and the emergency response center is equipped to process such information).

Note:	Turning Location on will allow the network to detect your position using GPS technology, making some Sprint applications and services easier to use. Turning Location off will disable the GPS location function for all purposes except 911, but will not hide your general location based on the cell site serving your call. No application or service may use your location without your request or permission. GPS-enhanced 911 is not available in all areas.
	GPS Location services are not available when roaming internationally.

To enable your phone's Location feature:

1. Click **Options** ( ) **> Advanced Options > GPS**.
2. Select **GPS Services**, press , and click **Change Option**.
3. Click **Location ON**, press , and then click **Save**.

When the Location feature is on, the Home screen will display the   icon. When Location is turned off, the   icon will be displayed.

Note:	For more information about location-based services, such as the BlackBerry® Maps application, please click **Help** ( ) or go online to see your complete user guide.

Using Bluetooth With Your BlackBerry® 8830

Turning the Bluetooth Radio On or Off

To turn on the Bluetooth® Radio:

► Click **Options** ( ) **> Bluetooth**. Press and then click **Enable Bluetooth**.

To turn off the Bluetooth radio:

► Click **Options** ( ) **> Bluetooth**. Press and then click **Disable Bluetooth**.

Pairing With Another Bluetooth-Enabled Device

1. Click **Set Up Bluetooth** to display the Bluetooth setup application, and then click **OK**.
2. Click the name of a Bluetooth-enabled device.
3. If required, type the passkey for the Bluetooth-enabled device on your BlackBerry® device.
4. If required, type the passkey for the Bluetooth-enabled device on the Bluetooth-enabled device.

Notes:	Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.
	The names of the Bluetooth-enabled devices with which you have already paired appear in the list of paired Bluetooth-enabled devices. They do not appear in the list of Bluetooth-enabled devices that appears when using the Bluetooth setup application.

Using Your BlackBerry® 8830 as a Modem

The data capabilities of your BlackBerry® device allow you to use your data connection as a modem for your desktop or laptop PC. You'll be able to send and receive email, browse the Internet, and access your company's network anywhere on the Sprint National Network.

Note:	Your use of third-party products or services shall be governed by and subject to you agreeing to the terms of separate licenses, if any, for those products or services. Any third-party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third-party products or services and RIM assumes no liability whatsoever in relation to the third-party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

Setting Up a Data Connection With Your Personal Computer

In order to use your BlackBerry® device as a modem, you'll first need to load the Sprint PCS® Connection Manager Software on your Personal Computer (PC), then use the USB cable to connect your BlackBerry® device to your PC.

To set up your device-to-PC data connection:

1. From your PC's Internet browser, go to www.sprint.com/downloads, select your computer's operating system, and download the "Sprint PCS Connection Manager for Phone as Modem/USB Cables." (The software and drivers can be downloaded free of charge.)

2. Double-click on the downloaded file and follow the onscreen instructions to install the Sprint PCS Connection Manager Software and drivers to your PC.

3. Once the software has been fully installed, connect your BlackBerry® device to your PC using the supplied USB cable. (Your PC will detect the connection and a "Found New Hardware" icon may appear in your system tray.)

Note:	Before using Sprint PCS Connection Manager with your BlackBerry® device, you must first install and connect with the BlackBerry® Desktop Software (version 4.1 or higher). See "Installing the BlackBerry® Desktop Software" on page 32 for details.

4. Launch the Sprint PCS Connection Manager Software and click **Go** to connect. (Before connecting, make sure any other Internet connections on your PC have been disabled.)

5. Once the connection is established, launch an Internet session, check your email, or do anything else you would do using a traditional data connection.

6. When you're ready to terminate the data connection, double-click on the Spring PCS Connection Manager icon in the system tray, then click **Stop** to end the session.

7. Disconnect the USB cable from your BlackBerry® device and from your PC.

Note:	While your data connection is active, incoming calls ring through and can be answered, interrupting the data session. During a call, the data session is suspended (you can't access additional pages), but when the call is finished, you are returned to your active data session.

Installing the BlackBerry® Desktop Software

Install the BlackBerry® Desktop Software on a computer to perform any of the following actions:

- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your device and your computer.
- Back up and restore device data.
- Transfer files between your device and your computer.
- Add applications to your device.
- Set up and manage email message forwarding or wireless calendar synchronization if your system administrator has advised you to do so.
- Set up and manage email message forwarding using the BlackBerry® Desktop Redirector to forward email messages from a Microsoft® Outlook® (Workgroup installation) email account that resides on a Microsoft Exchange Server version 5.5 or later.

To install the BlackBerry® Desktop Software, the following system requirements apply:

- Intel®-compatible 486 or higher computer that is compliant with USB 1.1 or later.
- Microsoft® Windows® 2000 or later.
- CD drive.
- Available USB port.

To install the BlackBerry® Desktop Software:

1. Verify that your BlackBerry® device is not connected to your computer.
2. Insert the *BlackBerry® User Tools CD* into your CD drive.
3. Click **Begin > BlackBerry Desktop Software**.

4. Follow the onscreen instructions to:
   - Select a language.
   - Select a country or region.
   - Carefully review the terms of the license agreement. If you agree, click the appropriate button to accept the agreement.
   - Enter the requested customer information.
5. Perform one of the following actions:
   - If you do not want to use the BlackBerry® Desktop Software to synchronize certificates between your device and your computer, select the **Typical** option and then click **Next**.
   - If you want to use the BlackBerry® Desktop Software to synchronize certificates between your computer and your device, select the **Custom** option and click **Next**. in the **Certificate Synchronization** drop-down list, click **This feature, and all subfeatures, will be installed on local hard drive**.
6. Complete the onscreen instructions.
7. When the installation is complete, connect the smaller end of the USB cable to the USB port on the side of your BlackBerry® device.
8. Connect the larger end of the USB cable to an available USB port on your computer.
9. If the BlackBerry® Desktop Manager does not open automatically, on the Windows® taskbar, click **Start > Programs > BlackBerry > Desktop Manager**.

Note:	To find more information about the features of the BlackBerry® Desktop Software, click **Help > Desktop Help Contents**.

Using Your BlackBerry® 8830 With a Hearing Aid Device

Your BlackBerry® device has been tested for hearing aid device compatibility. When some wireless devices are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise and wireless devices also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their wireless devices, to assist hearing device users in finding wireless devices that may be compatible with their hearing devices. Not all wireless devices have been rated. Wireless devices that have been rated have a label located on the box. **Your BlackBerry® 8830 World Edition smartphone has an M4/T4 rating.**

These ratings are not guarantees. Results will vary depending on the level of immunity of your hearing device and degree of your hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to use a rated wireless device successfully. Trying out the wireless device with your hearing device is the best way to evaluate it for your personal needs.

M-Ratings: Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not labeled. M4 is the better/higher of the two ratings.

T-Ratings: Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil ("T Switch" or "Telephone Switch") than unrated wireless devices. T4 is the better/higher of the two ratings. (Note that not all hearing devices have telecoils in them.)

The more immune your hearing aid device is, the less likely you are to experience interference noise from your wireless device. Hearing aid devices should have ratings similar to wireless devices. Ask your hearing healthcare professional for

the rating of your hearing aid. Add the rating of your hearing aid and your wireless device to determine probable usability:

- Any combined rating equal to or greater than six offers best use.
- Any combined rating equal to five is considered normal use.
- Any combined rating equal to four is considered usable.

Thus, if you pair an M3 hearing aid with an M3 wireless device, you will have a combined rating of six for "best use." This is synonymous for T ratings.

Sprint Nextel further suggests you experiment with multiple wireless devices (even those not labeled M3/T3 or M4/T4) while in the store to find the one that works best with your hearing aid device. Should you experience interference or find the quality of service unsatisfactory after purchasing your wireless device, promptly return it to the store within 30 days of purchase. With the Sprint 30-day Risk-Free Guarantee, you may return the wireless device within 30 days of purchase for a full refund.

For more information, please consult the Safety and Product Information Guide on the *BlackBerry® User Tools CD* that came with your device.

Using Your Device

Finding Help With Other Features

▶ To access a full list of help topics for your BlackBerry® device, click **Help** ( ) from the Home screen.

▶ To access a list of topics that are associated with the program that you are using, press 🔣 and then click **Help**.

▶ To open the main list of topics for all programs, press 🔣 and then click **Index** from any open Help screen.

User Guide

The full user guide for your BlackBerry® device, can be found on the *BlackBerry User Tools CD* that was packaged with your device.

Additional Resources

If you use the BlackBerry® Internet Service, log in to your account using a desktop browser. (See "Installing the BlackBerry® Desktop Software" on page 32 for more information.) On the menu bar, click **Help** to view the *BlackBerry® Internet Service Online Help* for more information about email message troubleshooting.

If you use the BlackBerry® Desktop Software, on the menu bar, click **Help** to find the *BlackBerry® Desktop Software Online Help* and the *BlackBerry® User Guide*.

Sprint Worldwide℠ Wireless Service

Your BlackBerry® device allows you to roam throughout the world using both CDMA (Code Division Multiple Access) and GSM (Global System for Mobile Communications) networks. (Subject to network availability. For a complete list of countries, visit www.sprint.com/international.)

Getting Started

Before using your BlackBerry® device in global roaming mode, you must activate Sprint Worldwide service.

To activate Sprint Worldwide service:

▸ Call Sprint Worldwide Customer Support at **1-888-226-7212, option 2**.

| **Note:**	Your BlackBerry® device is compatible with European and worldwide voltage standards; however, an additional power adapter is required. To purchase an approved adapter, please visit www.shopblackberry.com.

Your SIM Card

Your BlackBerry® device comes with a preinstalled SIM (Subscriber Identity Module) card to support roaming on compatible GSM networks.

Note:	Your SIM card should be preinstalled. If you need to reinstall your SIM card, please follow the instructions below.
	The SIM included contains information specific to your BlackBerry® device and should be retained with the device for use on GSM networks.

1. Press the battery cover release button, slide off the battery cover, and remove the battery. (See "Insert the Battery" on page 5.)

2. Hold the SIM card so that the metal contacts on the SIM card face down and the cutoff corner points toward the lower-right corner of the BlackBerry® device.

3. Slide the SIM card into the SIM card slot until it stops.
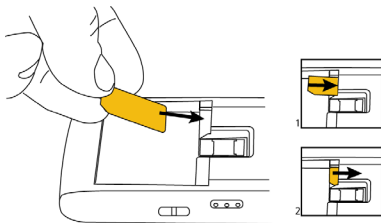
One end of the SIM card should be hidden under the plastic casing on your BlackBerry® device.

4. Replace the battery and battery cover. (See "Insert the Battery" on page 5.)

Activating Global Roaming Mode

Your BlackBerry® device is designed to enter global roaming mode automatically when you activate your Sprint Worldwide service, meaning that it should automatically connect to an appropriate CDMA network or GSM network when you travel. You may also set global roaming options by clicking the **Manage Connections** icon on the Home screen.

To set your global roaming options:

1. Click **Manage Connections > Mobile Network Options**.
2. Select **Network Mode** and click the trackball.
3. Select an option and click the trackball:
   - **GSM** to allow connections to GSM networks only.
   - **1XEV** to allow connections to CDMA networks only.
   - **Global** to allow connections to available CDMA or GSM networks.
4. Press ⌗ and click **Save** to save the setting.

Making and Receiving Worldwide Calls

When traveling on international networks, you can place and answer calls as you would on the Sprint network (see "Making and Answering Phone Calls" on page 18), although some additional instructions may be required to place a call. Certain features and services are not available in all countries. For more information on services that are available while roaming, visit **www.sprint.com/international**.

Making Calls Using Plus (+) Code Dialing

Placing calls from one country to another country is simple with the Plus (+) Code Dialing feature. When placing international calls, you can use Plus Code Dialing to enter the appropriate international access code for your location (for example, 011 for international calls placed from the United States).

Note:	Plus Code Dialing is only available when roaming internationally on GSM networks and on certain CDMA networks in the United States, Canada, and the Caribbean.
	International access codes and dialing information are available online at **www.sprint.com**.

To use Plus Code Dialing to place an international call:

1. From the phone dial screen, press and hold $\boxed{^0}$ to insert a "+" on the phone dial screen.

2. Enter the country code, city code or area code, and the phone number you're calling, and then press $\boxed{\frown}$.

    (The access code for international dialing will automatically be dialed, followed by the country code, city or area code, and the phone number.)

Direct Dial

To place an international call by dialing direct:

▶ Dial the international access code, the country code, the city or area code, and the phone number, and then press ⌜📞⌝ to place the call.

Making Calls Within a Country (Local or Long Distance Dialing)

The steps for placing a call within a country are identical to those for calling country-to-country, except it is not necessary to enter the country code.

Note:	Some countries require additional dialing steps for calling a mobile number; you will need to verify you are dialing the number the same as you would from a wireline phone in that country.

IMPORTANT	**Always check the local requirements for placing emergency calls.** When traveling in GSM locations, the emergency number is **112**. In CDMA mode, the emergency number will vary by country.
	Emergency 911 (E911) location services are not available when roaming internationally.

Calling the United States From Another Country

To place a call to the United States from another country:

1. If you are on a GSM network, press and hold ⌜□⌝ to insert a "+" on the phone dial screen. (The "+" symbol automatically inserts the international access code for the country from which you are calling.)

   – or –

   If you are on a CDMA network outside Canada or the Caribbean, enter the international access code for the country from which you are calling.

2. Press $\boxed{^{\prime}_{w}}$ to insert the U.S. country code, and then enter the area code and number.

3. Press $\boxed{\diagdown}$ to place the call.

Sprint Voicemail Service

Your Sprint voicemail will follow you as you travel. All of your unanswered calls will be forwarded to your Sprint voicemail. You will need to be sure your voicemail box is already set up and that you know your voicemail passcode (see page 10).

Note:	In India, Sprint voicemail is not available while roaming on the GSM network; it does work while on the CDMA network

Setting Up Your Voicemail Access Number

To simplify accessing your Sprint voicemail while traveling, you can set up your voicemail access number as a Contacts entry. This will make it faster and easier to access your messages while roaming internationally.

1. Click **Address Book** ($\boxed{}$), press $\boxed{}$, and click **New Address**.

2. Type a name for the entry (for example, "Voicemail").

3. Enter $\boxed{^{+}_{o}}$ $\boxed{^{\prime}_{w}}$ (+ 1), your area code, and your wireless phone number.

4. Press $\boxed{}$ and click **Save** to save the entry.

Accessing Your Voicemail

New Message Indicators

Your voicemail message indicators may be displayed differently when roaming internationally.

- A "Message Waiting" indicator icon or a text message is displayed when a voicemail message is received.
- You may see "Missed Call" on your screen prior to receiving a message notification.
- You must call voicemail in order to retrieve messages. Follow the instructions on the previous page to store your voicemail number for easy access.

Retrieving Voicemail Messages

The voicemail retrieval process while traveling is the same as on the Sprint network; however, you will be required to enter your voicemail passcode.

To retrieve your voicemail messages:

1. Click **Address Book** (![]), highlight the voicemail access entry (see "Setting Up Your Voicemail Access Number" on page 42), and press ![] .
2. When your voicemail answers, press the asterisk key (![*]), enter the passcode, and press the pound key (![#]) to access your voicemail.

Voicemail Troubleshooting

Please keep the following tips in mind when using Sprint voicemail while traveling:

- Some carriers may not support voicemail indicators. It may be necessary to call your voicemail to see if you have any new messages.
- If you hear the message "Please enter the number of the subscriber you wish to call," enter your 10-digit wireless phone number.

International Data Roaming

Sprint Worldwide Wireless Service can also keep you connected via email and Web browsing when traveling in countries in which Sprint offers data service. Data services are available on both CDMA and GSM networks; check www.sprint.com/international to determine the services available where you are traveling.

Note:	Prior to using your Sprint Worldwide GSM Data Services, you must establish and utilize your CDMA data services domestically on the Sprint National Network.

Getting Started With Data Services

To use Sprint Worldwide Data Services, you will need to have these services activated on your account.

▶ To activate, call Sprint Worldwide Customer Support at **1-888-226-7212, option 2**. Representatives are available 24 hours a day, 7 days a week to assist you.

Once your services are activated, you may need to select a GSM data services provider for the country you're in.

Accessing Your Email and Data Services on GSM Networks

To access your email and browse the Web when traveling, you may need to manually select the carrier that provides Sprint service in your location. You can find a list of carriers for each country where GSM data service is offered at www.sprint.com/international. Then, follow the instructions below to select the appropriate carrier network on your BlackBerry® device.

To select a GSM data service carrier for a specific country:

1. Click **Manage Connections > Mobile Network Options**.

2. Select **Network Mode > GSM**.

3. Select **Network Selection Mode > Manual**. The BlackBerry® device searches and lists the available networks.

4. Select the network that supports Sprint International GSM Data Roaming. (Check www.sprint.com/international for a list of which carriers in which countries support GSM Data.)

Note:	When traveling, it may be necessary to select a new compatible GSM data service carrier each time you enter a new country.

Accessing Your Email and Data Services on CDMA Networks

If data service is available on a CDMA network, then you only need to set the phone to CDMA; you will not need to select the specific carrier. Selecting a specific carrier is only necessary for providers on the GSM network. If your device has automatically selected a GSM network while traveling, then you will need to set the phone to CDMA to access CDMA data services. (See "Activating Global Roaming Mode" on page 39.) Visit www.sprint.com/international for a list of services available for each country.

You will also want to periodically get the latest PRL (Preferred Roaming List) release by either calling customer service or visiting a local retail store. The PRL provides your device with information to select the optimal network for where you are traveling.

Understanding Status Messages

You may receive status messages under certain conditions. Before contacting Sprint Worldwide Customer Support, note the message, numeric code, and the conditions under which it appeared. The following table lists and describes the status messages.

Status Messages	Message Description
Number Not in Service	The number that you entered is not valid.
User Not Available	The phone that you called is either busy, out-of-range, or turned off. Please try again later.
User Not Authorized	The party that you called has not purchased this service.
Please Try Later	This service is temporarily not available. Please try again later.
Service Restricted	Service may not be activated properly. Please contact Sprint Customer Service to report the issue for resolution.
Service Not Available	This feature is not available on the current network.
Emergency Calls Only	Either the service is not activated properly or the current network is available for emergency calling only. Adjust your network settings to check for other available networks. See page 39 for details. If service is still not available after adjusting settings, contact Sprint Customer Service to report the issue for resolution

System Busy Try Later	The system is experiencing heavy traffic. Please try again later.
Service Conflict	This service cannot be enabled because an incompatible service has already been turned on.
Please Try Again	An error occurred. Note the error code and try again.
Self Check Error	A fault was detected with your phone. If this error recurs, note the error and contact Sprint Customer Service.
Self Check Fail	An operational fault was detected with your phone. Note the numeric code, turn your phone off, and contact Sprint Customer Service.
Wrong PIN	You have entered an incorrect SIM PIN number. You have only three attempts to enter your PIN. After a third unsuccessful attempt, your phone will be locked and you will have to call Sprint Customer Service to have it unlocked. Sprint sets the default to PIN off; if you elect to enable the PIN then you will need to contact Sprint for the default PIN and PUK.
PIN Blocked Call Your Provider	An incorrect SIM PIN was entered three consecutive times. You will be unable to send or receive calls on your phone. Contact Sprint Customer Service to obtain the PIN Unblocked Key (PUK) code. Sprint sets the default to PIN off; if you elect to enable the PIN then you will need to contact Sprint for the default PIN and PUK.
Insert SIM	Your SIM Card is not being detected. Please check to ensure that you have inserted the SIM Card.
Check SIM Card	Please check your SIM card to make sure it is properly inserted.

Contacting Sprint

If you experience any issues with voice or data services while outside of the United States, Sprint offers customer support 24 hours a day. In the event that you do experience an issue, try the following actions:

- First try powering your device off and then back on; this will force your BlackBerry® device to reregister with the network.
- Try manually selecting another network. Information for selecting networks can be found in the phone guide.

If neither of these actions resolves your issue, you will need to contact customer service (see below). When calling to report an issue the following information will be beneficial in trying to resolve your issue as quickly as possible:

- Your wireless phone number.
- The city and country you are traveling in.
- Any error messages that display on your BlackBerry® device or that you heard when trying to place a call.
- If the issue is with data, were you able to place voice calls?
- If the issue is with voice service were you able to access data?

Please call the numbers below if you need assistance:

While in the United States:

- Call **1-888-226-7212, option 2**.

While traveling outside the United States:

- In GSM mode: press and hold [⌨] and then dial **1-817-698-4199, option 2**.
- In CDMA mode: enter the country code and then dial **1-817-698-4199, option 2**.

There is no charge for this call from your BlackBerry® device.

**From a landline phone when outside the United States:**

Sprint Worldwide Customer Support can be reached from a landline phone at **1-817-698-4199, option 2**. Access or connection fees may apply. The toll free numbers below can also be used to contact Sprint Worldwide Customer Support in the following countries:

Country	From Landline Phone
Anguilla	1-888-226-7212
Barbados	1-888-226-7212
Cayman Islands	1-888-226-7212
China	00-1-800-713-0750
Dominica	1-888-226-7212
France	0800-903200
Germany	0800-80-0951
Italy	800-787-986
Mexico	001-877-294-9003
Trinidad and Tobago	1-800-201-7545
United Kingdom	0808-234-6616

Note: This toll-free service is available at ordinary landline and some public pay phones. This service does not cover any hotel access charges.

Sprint Worldwide

BlackBerry® 8830 Basics and Shortcuts

Navigating Screens

|	
Lock the BlackBerry® device/keyboard	Click **Keyboard Lock**. (Set a password for added security.)
Unlock the BlackBerry®device/ keyboard	Press ⓐ and press ⟍.
Move the cursor horizontally or vertically	Roll the trackball. – *or* – Press ᴬᴸᵀ and roll the trackball.
Return to the previous screen	Press the **Escape** key (⊃).
Click an item	Highlight the item and then click (press) the trackball.
Select multiple items	Press and hold ⬆ and roll the trackball.
Switch between programs	Press and hold ᴬᴸᵀ and press the **Escape** key (⊃).
Go to the top of a screen	Press ⓣ.
Go to the bottom of a screen	Press ⓑ.
Turn the BlackBerry® device on or off	Press and hold the **Power** button.

Typing and Editing

Capitalize a letter	Press and hold the letter.
Insert a period	Press 〔SPACE〕 twice.
Type the alternate character on a key	Press 〔ALT〕 and press the desired key.
Insert a symbol	Press 〔SYM〕.
Insert an accented character	Press and hold a letter and roll the trackball left or right.
Select text	Press 〔⇧〕 and roll the trackball.
Select characters	Press and hold 〔⇧〕 and roll the trackball.
Copy selected text	Press 〔ALT〕 and click the trackball. _– or –_ Click the trackball and click **Copy**.
Cut selected text	Press 〔⇧〕 and 〔DEL〕. _– or –_ Click the trackball and click **Cut**.
Paste selected text	Press 〔⇧〕 and click the trackball. _– or –_ Click the trackball and click **Paste**.
Cancel a selection	Press the **Escape** key (〔⊃〕).

Fields
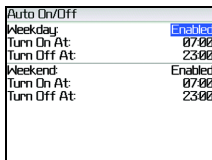
To change values in a field, highlight the field, click the trackball, and click a value.

On an option screen, you can also select an option and click the trackball. Click **Change Option**. Click a value.

Menus
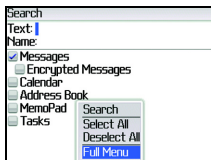
To view a menu, press the menu key. If there is more than one available action for the item, a short menu of available actions is displayed.
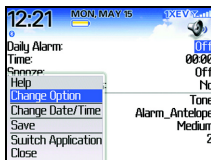
To view more available actions for the selected item, press the menu key or click **Full Menu**.

Status Indicators

△	roaming	NUM	Number mode on	🕐	message sending
↙	receiving data	CAP	Shift mode on	✗	message not sent
↗	transmitting data	▲	Alt mode on	✉	read message
🔔	alarm set	📞	placed call	✉	unread message
▣	voicemail message	📞	missed call	✎	message includes attachment
🅱	Bluetooth® on	📞	received call	▱	text (SMS) message
🅱	Bluetooth connected	✓	sent message		

Battery Status

Full battery power

Low battery power

Charging

Wireless Network Coverage

You must be connected to the Sprint National Network to begin using many of the features of your BlackBerry® device. To connect to or disconnect from the network, click **Turn Wireless On/Turn Wireless Off**.

Indicators on the Home screen show the wireless coverage level for the area in which you are using your BlackBerry® device. A low level of wireless coverage might limit the use of some features, as shown in the chart below.

1XEV	Full wireless coverage
▼x	No wireless coverage
▼off	Wireless is turned off

FEATURES	1XEV	1X / GPRS	1x / GSM / D	▼sos
Emergency calls	●	●	●	●
Text (SMS) messages	●	●	●	
Phone	●	●	●	
Email and PIN messages	●	●		
Browser	●	●		
High-speed data*	●			

*High-speed 1X EV (EVDO service) subject to availability.
Contact Sprint Customer Service for more information.

Shortcuts

Your BlackBerry® device offers a number of keyboard shortcuts to help make navigating your device easier and faster.

Phone Shortcuts

Open the phone screen or make a phone call	Press 🔽.
End a call	Press 🔽.
Turn mute on or off during a call	Press the **Mute** key on the top of your BlackBerry® device.
Turn speakerphone on or off during a call	Press 🔘.
Change the volume during a call	Press the volume keys up or down.
Dial a letter in a phone number	Press and hold 🔘 and then press the letter key.
Open the contact list from the phone screen	Press and hold 🔽.
Redial a number	Press 🔽 twice.
Call voicemail access number	Press and hold 🔘.
Assign speed dial to a number key	Press and hold an unassigned key and then enter a phone number.

Basics & Shortcuts

Browser Shortcuts

Open a selected link	Press ⏎ or click the link.
Go to a specific Web page	Press G.
Go back one page	Press the **Escape** key (⤴).
Exit the browser	Press and hold the **Escape** key (⤴).
Return to the home page	Press H.
Open the bookmark list	Press K.
Add a bookmark	Press A.
View a list of recent Web sites	Press I.
Refresh a Web page	Press R.
Go down one page	Press SPACE.
Go up one page	Press ⇧ + SPACE.

Message List Shortcuts

Open a selected message	Press ⏎.
Reply to sender	Press ³ᵣ.
Forward message	Press ⁶ᶠ.
Go to messages from the next day	Press ₙ'.
Go to the next unread message	Press ᵤ⁻.
File a message	Press ᵢ⁻.
View sent messages	Press ᴬᴸᵀ + ᵈ⁺.
View received messages	Press ᴬᴸᵀ + ᵢ⁻.

Calendar Shortcuts

Go to the next day, week, or month	Press `SPACE`.
Go to the previous day, week, or month	Press ⬆ and press `SPACE`.
Move the cursor horizontally in week view	Press and hold `ALT` and roll the trackball.
Move the cursor vertically in month view	Press and hold `ALT` and roll the trackball.

Note:	For the Calendar shortcuts to work in Day view, in the calendar options, set the **Enable Quick Entry** field to **No**.

Frequently Asked Questions

Why does my BlackBerry® device not turn on?

- The power might be off. Press the **Power** button on top of the device.
- The battery might not be charged. See "Charge the Battery" on page 7 for more information.

Why does my BlackBerry® device not charge?

- A connection might not be complete. Check that all cables and plugs are fully inserted into ports and power outlets. See "Charge the Battery" on page 7 for more information.
- The battery might not be inserted properly. Remove and reinsert the battery. Verify that the connectors align. See "Insert the Battery" on page 5 for more information.
- If you connect your BlackBerry® device to your computer to charge (see below), verify that the computer is turned on. If you connect your device to the computer using a USB hub, the hub must be self powered to provide enough power to charge your device.

Can I charge my BlackBerry® device by connecting it to my computer?

If you have installed the BlackBerry® Desktop Software or the BlackBerry® Device Manager on your computer, you can connect your BlackBerry® device to the computer to charge the battery.

1. Verify that the computer is turned on.
2. Connect the smaller end of the USB cable to your BlackBerry® device.

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3. Connect the larger end of the USB cable to an available USB port on your computer.

Note:	To find more help with connecting your BlackBerry® device to the computer, click **Help** in the BlackBerry® Desktop Software to view the *BlackBerry® Desktop Software Online Help*.

Why can I not send or receive email messages?

Verify that your BlackBerry® device is connected to the Sprint National Network and that you are in a wireless coverage area. See "Connect to the Sprint National Network" on page 9 for more information.

Verify that you have set up a supported email account for use with your BlackBerry® device. See "Choosing Your Email Setup Option" on page 11 for more information.

If you are using the BlackBerry® Internet Service, see the *BlackBerry® Internet Service Online Help* for more information about email message troubleshooting.

If you continue to be unable to send and receive messages, reset your BlackBerry® device by removing and reinserting the battery.

Note:	To find more help with sending and receiving email messages, in the messages list, click the trackball. Click **Help > Email Messages**.

Can I integrate my BlackBerry® device with a corporate email account if I do not have access to a BlackBerry® Enterprise Server?

If you use Microsoft Outlook (Workgroup installation) with an email account on a Microsoft Exchange Server version 5.5 or later and your BlackBerry® device does not have access to a BlackBerry® Enterprise Server, your system

administrator might permit you to install the BlackBerry® Desktop Redirector on your computer to integrate your BlackBerry® device with your supported email account.

To integrate your BlackBerry® device with a supported email account using the BlackBerry® Desktop Redirector, when you install the BlackBerry® Desktop Software, select **BlackBerry Desktop Redirector** as your message redirection option. See "Installing the BlackBerry® Desktop Software" on page 32 for more information about installing the BlackBerry® Desktop Software.

Your computer must be on and the BlackBerry® Desktop Redirector must be running to send and receive messages on your BlackBerry® device.

Can I set up for email using both the BlackBerry® Enterprise Server and BlackBerry® Internet Service?

If your wireless service permits email setup using more than one service, first complete the steps in "Using the BlackBerry® Enterprise Server Option" on page 14, followed by the steps in "Using the BlackBerry® Internet Service Option" on page 12.

Contact Sprint Customer Service for more information about availability and the fees that might be associated with email setup using both BlackBerry® Enterprise Server and BlackBerry® Internet Service.

How do I reset my BlackBerry® device?

To reset your BlackBerry® device hardware and programs, remove and then reinsert the battery.

How do I clean the screen?

Clean the screen and your BlackBerry® device using only a soft dry cloth. Do not use liquid, aerosol cleaners, or solvents on or near your BlackBerry® device. Disconnect any cables from the computer and unplug any charging accessories from the electrical outlet before cleaning.

Note:	See the *Safety and Product Information* booklet for more information about caring for your BlackBerry® device.

Where can I buy accessories for my BlackBerry® device?

You can buy approved accessories, including batteries and chargers, for your BlackBerry® device at Sprint Stores or online at:

- www.sprint.com – Click on the **Accessories** link.
- www.shopblackberry.com.

Note:	Use only those accessories approved by RIM. Using any accessories not approved by RIM for use with your BlackBerry® device may invalidate any approval or warranty applicable to your BlackBerry® device and may be dangerous.

Where can I download games and ring tones for my BlackBerry® device?

You can click the **Sprint Software Store** icon (🔖) for a direct link to games, applications, ringers, and other quality content to enhance your device. In addition, many third-party vendors offer games, ring tones, and other programs for your BlackBerry® device online. You can download new programs using your BlackBerry® device browser, or download them using your computer and load them onto your BlackBerry® device using the Application Loader tool of the BlackBerry® Desktop Software.

For example, you can visit the following Web site using the browser on your BlackBerry® device: mobile.blackberry.com.

Note:	Your use of third-party products or services shall be governed by and subject to you agreeing to the terms of separate licenses, if any, for those products or services. Any third-party products or services that are provided with RIM's products and services are provided "as is". RIM makes no representation, warranty or guarantee whatsoever in relation to the third-party products or services and RIM assumes no liability whatsoever in relation to the third-party products and services even if RIM has been advised of the possibility of such damages or can anticipate such damages.

Why does the screen on my BlackBerry® device turn off?

When you do not use your BlackBerry® device for a period of time, the screen turns off to conserve battery power. Roll the trackball or press any key to turn the screen on again.

BlackBerry® Internet Service – Frequently Asked Questions

How do I change or update the BlackBerry® device I want to use with the BlackBerry® Internet Service?

The BlackBerry® Internet Service is associated with your particular BlackBerry® device. If you switch BlackBerry® devices, you can log in to the BlackBerry® Internet Service Web site to update the device PIN that is associated with the BlackBerry Internet Service. See "Installing the BlackBerry® Desktop Software" on page 32 for more information. See the *BlackBerry® Internet Service Online*

Help or contact Sprint for more information about changing or updating your BlackBerry® device.

Why can I not add a supported email address?

Verify that the email account that is associated with the email address that you want to add supports POP3 or IMAP4. Contact your email provider for more information about the address types that you can add. See the *BlackBerry® Internet Service Online Help* for more information about adding supported email addresses.

When I add a supported email address, how does it work with the BlackBerry® Internet Service?

When you add a supported email account (up to 10) to the BlackBerry® Internet Service, a link is established between the BlackBerry® Internet Service and the email account that is associated with the email address you have added. This link allows you to send and receive email messages from your BlackBerry® device using the email account that you have added. Email messages continue to be delivered to the original email account as they were before you added the email account to the BlackBerry® Internet Service. You also see email messages from the account that you have added in the message list on your BlackBerry® device. Email messages that you read, file, or delete on your BlackBerry® device should be reflected as read, filed, or deleted wirelessly in your email account. Changes that you make to email messages from another access interface are not reflected on your BlackBerry® device. If you have a Microsoft Exchange or IBM Lotus Domino work email account, or an IMAP personal email account, email messages that you send from the BlackBerry® device are copied to the Sent Items folder in your supported email account. Likewise, email messages that you delete from the BlackBerry® device are copied to the Deleted Items folder.

To synchronize personal information management (PIM) data such as contacts, tasks, and appointments, you must install the BlackBerry® Desktop Software. See "Installing the BlackBerry® Desktop Software" on page 32 for more information.

Where Can I Find More Information?

User Guide

The user guide is only a few clicks away on your BlackBerry® device. To learn more about how to use your BlackBerry® device, click **Help** ( ) from the Home screen.

In any menu on your BlackBerry® device, press ⬚ and then click **Help** to see help topics associated with the program that you are using.

Additional Resources

If you use the BlackBerry® Internet Service, log in to your account using a desktop browser. (See "Installing the BlackBerry® Desktop Software" on page 32 for more information.) On the menu bar, click **Help** to view the *BlackBerry® Internet Service Online Help*.

If you use the BlackBerry® Desktop Software, on the menu bar, click **Help** to find the *BlackBerry® Desktop Software Online Help* and the *BlackBerry® User Guide*.

For additional BlackBerry® help and troubleshooting information, visit:

www.blackberry.com/support.

FAQs

Subscriber Agreement: General Terms and Conditions of Service

Please note these terms may not be the most current version. A current version of the terms is available at our Web site or upon request.

Terms and Conditions

Basic Definitions

In this document: (1) "we," "us," "our" mean Sprint Solutions, Inc. and its affiliates doing business as Sprint or Sprint PCS; (2) "you," "your," "customer," and "user" mean an account holder or user with us; (3) "Device" means any phone, device, accessory or other product we sell to you or that is active on your account with us; and (4) "Service" means our offers, rate plans, options, wireless services or Devices on your account with us.

The Subscriber Agreement

The Subscriber Agreement ("Agreement") is a contract under which we provide and you accept our Services. In addition to these Terms and Conditions of Service ("Ts&Cs"), there are several parts to the Agreement, including, but not limited to, the detailed plan or other information on Services we provide or refer you to during the sales transaction, and any confirmation materials we may provide you. **It is important that you carefully read all of the terms of the Agreement.**

Services Covered By These Ts&Cs & Additional Terms

These Ts&Cs apply to our standard wireless Services and any other Service we offer you that references these Ts&Cs. Different terms will apply to most business accounts. Additional terms will apply when you use certain Services, typically those you can access online (for example, picture/video Services, online forums, etc.). Additional terms will also apply if you

activate Services as part of a bundle with another company's services (for example, cable services, home phone services, etc.). The additional terms for bundled Services may either modify or replace certain provisions in these Ts&Cs, including terms relating to activation, invoicing/payment, and disputing charges. Also, a different dispute resolution provision may apply to services provided by another company (the dispute resolution provisions in this Agreement still apply to our Services). You will be provided details on any additional terms with your selection of any bundled Service.

Our Policies

Services are subject to our business policies, practices and procedures ("Policies"), including, but not limited to, our Privacy Policy and Acceptable Use Policy and Visitor Agreement – both available at our Web site. You agree to all of our Policies when you use our Services. Our Policies are subject to change at anytime with or without notice.

When You Accept The Agreement

You must have the legal capacity to accept the Agreement. You accept the Agreement when you do any of the following: (a) sign a contract with us on paper or electronically; (b) accept Agreement through an oral or electronic statement; (c) attempt to or in any way use the Services; (d) pay for the Services; or (e) open any package or start any program that says you are accepting the Agreement when doing so. **If you don't want to accept the Agreement, don't do any of these things.**

Term Commitments & Early Termination Fees

Many of the Services (for example, rate plans and Device discounts) that we offer require you to maintain certain Services with us for a minimum term, usually 1 or 2 years ("Term Commitment"). **You will be charged a fee ("Early Termination Fee") for each line of Service that you terminate early (i.e., prior to satisfying the Term Commitment) or for each line of Service that we terminate early for good reason (for example, violating the payment or other terms of the Agreement).** Early Termination Fees are a part of our rates. Your exact Term Commitment and Early Termination Fee may vary based on the Services you select and will be disclosed to you during the sales transaction. **Carefully review any Term Commitment and**

Early Termination Fee requirements prior to selecting Services. After you have satisfied your Term Commitment, your Services continue on a month-to-month basis without any Early Termination Fee, unless you agree to extend your Term Commitment or agree to a new Term Commitment – for example, by accepting a new rate plan or upgrading your Device. As explained directly below, there are instances when you will not be responsible for an Early Termination Fee for terminating Services early.

When You Don't Have To Pay An Early Termination Fee

You aren't responsible for paying an Early Termination Fee when terminating Services: (a) provided on a month-to-month basis; (b) consistent with our published trial period return policy; or (c) in response to a materially adverse change we make to the Agreement as described directly below.

Our Right To Change The Agreement & Your Related Rights

We may change any part of the Agreement at any time, including, but not limited to, rates, charges, how we calculate charges, or your terms of Service. We will provide you notice of material changes, and may provide you notice of non-material changes, in a manner consistent with this Agreement (see "Providing Notice Under This Agreement" paragraph). Except as provided below, if a change we make to the Agreement is material and has a material adverse effect on you, you may terminate each line of Service materially affected without incurring an Early Termination Fee only if you: (a) call us within 30 days after the effective date of the change; and (b) specifically advise us that you wish to cancel Services because of a material change to the Agreement that we have made. If you do not cancel Service within 30 days of the change, an Early Termination Fee will apply if you terminate Services before the end of any applicable Term Commitment.

Our Right To Suspend Or Terminate Services

We can, without notice, suspend or terminate any Service at any time for any reason, including, but not limited to: (a) late payment; (b) exceeding an Account Spending Limit ("ASL"); (c) harassing/threatening our employees or agents; (d) providing false information; (e) interfering with our operations; (f) using/suspicion of using Services in any manner

restricted by or inconsistent with the Agreement; (g) breaching the Agreement, including our Policies; (h) providing false, inaccurate, dated or unverifiable identification or credit information, or becoming insolvent or bankrupt; (i) modifying a Device from its manufacturer specifications; or (j) if we believe the action protects our interests, any customer's interests or our network.

Your Ability To Change Services & When Changes Are Effective

You typically can change Services upon request. In some instances, changes may be conditioned on payment of an Early Termination Fee or certain other charges, or they may require you to accept a new Term Commitment. Changes to Services are usually effective at the start of your next full invoicing cycle. If the changes take place sooner, your invoice may reflect pro-rated charges for your old and new Services.

Your Right To Terminate Services

You can terminate Services at any time by calling us and requesting that we deactivate all Services. You're responsible for all charges billed or incurred prior to deactivation. If Services are terminated before the end of your invoicing cycle, we won't prorate charges to the date of termination and you won't receive a credit or refund for any unused Services. **Except as provided above, you must also pay us an Early Termination Fee for each line of Service that you terminate early.**

Credit Checks & Credit Information

We agree to provide you Services on the condition you have and maintain satisfactory credit according to our standards and policies. You agree to provide information we may request or complete any applications we may provide you to facilitate our review. We rely on the credit information you furnish, credit bureau reports or other data available from commercial credit reference services, and other information (such as payment history with us) to determine whether to provide or continue to provide you Services. The Services we offer you can vary based on your credit history. We may at any time, based on your credit history, withdraw or change Services, or place limits or conditions on the use of our Services. You agree to provide

us updated credit information upon request. We may provide your payment history and other account billing/charge information to any credit reporting agency or industry clearinghouse.

Account Spending Limits ("ASL")

An ASL is a temporary or permanent limit (typically based on credit history, payment history, or to prevent fraud) we place on the amount of unpaid charges you can accumulate on your account, regardless of when payment on those charges is due. We reserve the right to determine which charges count towards an ASL. If you have an ASL, we may suspend your Services without prior notice if your account balance reaches the ASL, even if your account is not past due. We may impose or increase an ASL at any time with notice. An ASL is for our benefit only and should not be relied on by you to manage usage.

Deposits & Returning Deposits

We may at any time require a deposit, as a guarantee of payment, for you to establish or maintain Service ("Deposit"). By providing us a Deposit, you grant us a security interest for all current or future amounts owed to us. We may change the Deposit at any time with notice. You can't use a Deposit to make or delay payments. The Deposit, the length of time we hold the Deposit, and changes to the Deposit are determined based on your credit history, payment history and other factors. Unless prohibited by law, we may mix Deposits with our other funds and it won't earn interest and we reserve the right to return the Deposit as a credit on your invoice at anytime. If your Services are terminated for any reason, we may keep and apply your Deposit to any outstanding charges. We'll send any remaining portion of Deposit to your last known address within 90 days after your final invoice – if it is returned to us, we will forward it on to the appropriate state authorities to the extent required by law.

Restrictions On Using Services

You can't use our Services: (a) to transmit content/messages that are, or in any manner that is, illegal, fraudulent, threatening, abusive, defamatory, or obscene; (b) in a way that could cause damage or adversely affect our customers, reputation, network, property or Services; (c) to communicate any unsolicited commercial voice, text, SMS, or other message; (d) to

infringe on the copyright of another, or upload or transmit any "virus", "worm", or malicious code; or (e) in any way prohibited by the terms of our Services, the Agreement or our Policies.

Your Device, Number & E-mail Address; Caller ID

We don't manufacture any Device we might sell to you or that is associated with our Services, and we aren't responsible for any defects, acts or omissions of the manufacturer. **The only warranties on your Device are the limited warranties given to you by the manufacturer directly or that we pass through.** Your Device is designed exclusively for use on our network and in other coverage areas we make available to you. It will not accept wireless service from another carrier. Except for any legal right you may have to port/transfer your phone number to another carrier, you have no and cannot gain any (for example, through publication, use, etc.) proprietary, ownership or other rights to any phone number, identification number, e-mail address or other identifier we assign to you, your Device or your account. We'll notify you if we decide to change or reassign them.

Porting/Transferring Phone Numbers

We don't guarantee that number transfers to or from us will be successful. If you authorize another carrier to transfer a number away from us, that is considered a request by you to us to terminate all of the Services associated with that number. **You're responsible for all charges billed or incurred prior to deactivation and for any applicable Early Termination Fees.**

Coverage; Where Your Device Will Work

Our coverage maps are available at our stores and at our Web site. The specific network coverage you get will depend on the radio transmissions your Device can pick up and Services you've chosen. **Our coverage maps provide high level estimates of our coverage areas when using Services outdoors under optimal conditions. Coverage isn't available everywhere. Estimating wireless coverage and signal strength is not an exact science. There are gaps in coverage within our estimated coverage areas that, along with other factors both within and beyond our control (network problems, software, signal strength, your Device, structures, buildings, weather, geography, topography, etc.), may result in dropped and blocked connections, slower data speeds, or otherwise impact the quality of Service. Services that**

rely on location information, such as E911 and GPS navigation, depend on your Device's ability to acquire satellite signals (typically not available indoors) and network coverage.

Roaming

"Roaming" typically refers to coverage on another carrier's network that we make available to you based on our agreements with other carriers. These agreements may change from time to time and roaming coverage is subject to change. Your ability to receive roaming coverage depends on the radio transmissions your Device can pick up. You can pick up roaming coverage both within and outside our network coverage areas. Your Device will generally indicate when you're roaming. Depending on your Services, separate charges or limits on the amount of minutes used while roaming may apply. Certain Services may not be available or work the same when roaming (including data Services, voicemail, call waiting, etc.).

About Data Services & Content

Our data Services and your Device may allow you to access the internet, text, pictures, video, games, graphics, music, email, sound and other materials ("Data Content") or send Data Content elsewhere. Some Data Content is available from us or our vendors, while other Data Content can be accessed from others (third party Web sites, games, ringers, etc.). We make absolutely no guarantees about the Data Content you access on your Device. **Data Content may be: (1) unsuitable for children/minors; (2) unreliable or inaccurate; or (3) offensive, indecent or objectionable. You're solely responsible for evaluating the Data Content accessed by you or anyone on your account. We strongly recommend you monitor data usage by children/minors.** Data Content from third parties may also harm your Device or its software. To protect our network, Services, or for other reasons, we may place restrictions on accessing certain Data Content (such as certain Web sites, applications, etc.), impose separate charges, limit throughput or the amount of data you can transfer, or otherwise limit or terminate Services. If we provide you storage for Data Content you have purchased, we may delete the Data Content with notice or place restrictions/limits on the use of storage areas. You may not be able to make or receive voice calls while using data Services.

Specific Terms & Restrictions On Using Data Services

In addition to the rules for using all of our other Services, unless we identify the Service or Device you have selected as specifically intended for that purpose (for example, wireless routers, Data Link, etc.), you can't use our data Services: (1) with server devices or host computer applications, or other systems that drive continuous heavy traffic or data sessions; and (2) as a substitute or backup for private lines or frame relay connections. We reserve the right to limit or suspend any heavy, continuous data usage that adversely impacts our network performance or hinders access to our network. If your Services include unlimited web or data access, you also can't use your Device as a modem for computers or other equipment, unless we identify the Service or Device you have selected as specifically intended for that purpose (for example, with "phone as modem" plans, connection card plans, wireless router plans, etc.).

Activation & Miscellaneous Charges

Based on our Policies, we may charge activation, prepayment, reactivation, program or other fees to establish or maintain Services. Certain transactions may also be subject to a charge (for example, convenience payment, changing phone numbers, handset upgrades, etc.). You will be provided notice of these types of fees before we complete the requested transaction.

Account & Service Charges; Pro-rating; Unused Minutes

You are responsible for all charges associated with your account and the Services on your account, no matter who uses the Services. Charges include, but are not limited to, the monthly recurring charges, usage charges, taxes, surcharges and fees associated with your Services. These charges are described or referred to during the sales transaction, in our marketing materials, and in confirmation materials we may send to you.

How We Calculate Your Charges For Billing Purposes

Regular Voice Calls: We round up partial minutes of use to the next full minute. Time starts when you press "Talk" or your Device connects to the network and stops when you press "End" or the network connection otherwise breaks. You're charged for all calls that connect, even to answering machines. You won't be charged for unanswered calls or if you get a busy

signal. For incoming calls answered, you're charged from the time shortly before the Device starts ringing until you press END or the network connection otherwise breaks. If charges vary depending on the time of day that you place or receive calls (e.g., Nights and Weekend plans), you're charged for the entire call based on the rate that applies to the time period in which the call starts.

iDEN Walkie-Talkie Charges: Charges for walkie-talkie calls are billed to the person who starts the call and calculated by multiplying the duration of the call by the applicable rate and number of participants. You're charged at least 6 seconds of airtime for each call you start; subsequent communications in the same call are rounded up to and billed to the next second. Time begins when you press any button to start a walkie-talkie call and ends approximately 6 seconds after completion of a communication to which no participant responds – subsequent walkie-talkie communications are considered new calls. Depending on your plan, nationwide, international or group walkie-talkie calls may use the local walkie-talkie minutes in your plan and result in additional charges. Responses to call alert transmissions are treated as new walkie-talkie transmissions even when responding within 6 seconds of receiving the alert.

Data Usage: Unless we specifically tell you otherwise, data usage is measured in bytes, kilobytes and megabytes – not in minutes/time. 1024 bytes equals 1 kilobyte ("KB"), and 1024 KB equals 1 megabyte. Bytes are rounded up to kilobytes, so you will be charged at least 1 KB for each data usage session ("data session"). Rounding occurs at the end of each data session, and sometimes during a data session. Depending on your data Services, usage may be charged against an allowance or on a fixed price per KB. If you are charged on a fixed price per KB, any fractional cents will be rounded up to the next cent. You are charged for all data directed to your Device's internet address, including data sessions you did not initiate and for incomplete transfers. As long as your Device is connected to our data network, you may incur data charges. Examples of data you will be charged for includes the size of a requested file or Data Content (game, ringer, etc.), web page graphics (logos, pictures, banners, advertisement, etc.), additional data used in accessing, transporting and routing the file on our network, data from partial or interrupted downloads, re-sent data, and data associated with unsuccessful attempts to reach Web sites or use applications. These data charges are in addition to any charges for the Data Content itself (game, ringer, etc.). Data used and charged to you will vary widely, even between identical actions or data sessions. Estimates of data usage – for

example, the size of downloadable files – are not reliable predictors of actual usage. Your bill won't separately list the number of KB attributed to a specific action/data session.

Your Bill

Your bill provides you notice of your charges. It reflects monthly recurring charges (usually billed one bill cycle in advance) and usage/transaction specific charges (usually billed in the bill cycle in which they're incurred). Some usage charges, such as those that depend on usage information from a third party, may be billed in subsequent bill cycles and result in higher than expected charges for that month. Bill cycles and dates may change from time to time. **Your bill may also include other important notices (for example, changes to this Agreement, to your Service, legal notices, etc.).** Your paper bill may not include individual call detail. Your call detail is available online. Paper bills with call detail may be subject to an additional charge. If you choose internet billing, you will not receive paper bills.

Your Payments; Late Fees

Payment is due in full as stated on your bill. If we do not receive payment in full by the date specified on your bill, a late payment charge, which may be charged at the highest rate permissible by law, may be applied to the total unpaid balance. We may also charge you any costs we pay to a collection agency to collect unpaid balances from you. If we bill you for amounts on behalf of a third party, payments received are first applied to our charges. You may be charged additional fees for certain methods of payment. We may charge you, up to the highest amount permitted by law, for returned checks or other payments paid by you and denied for any reason by a financial institution. Acceptance of payments (even if marked "paid in full") does not waive our right to collect all amounts that you owe us. We may restrict your payment methods to cashier's check, money order, or other similar secure form of payment at any time for good reason.

Taxes & Government Fees

You agree to pay all federal, state and local taxes, fees and other assessments that we're required by law to collect on the Services we provide you and remit to the government. These charges may change from time to time without advance notice. If you're claiming any tax

exemption, you must provide us with a valid exemption certificate. Tax exemptions generally won't be applied retroactively.

Surcharges

You agree to pay the surcharges, fees and other charges that we assess to recoup our government costs or costs of complying with certain government programs ("Surcharges"). **Surcharges aren't taxes or government mandated charges; they're charges we choose to collect from you. Surcharges are subject to change, sometimes on a monthly or quarterly basis.** Examples of Surcharges include, but are not limited to: Universal Service Fund, E911, Federal Programs Cost Recovery, Federal Wireless Number Pooling and Portability, and gross receipts charges. We will make efforts to provide you notice of any changes to Surcharges in a manner consistent with this Agreement (see "Providing Notice Under This Agreement" paragraph). However, since most Surcharges are based on amounts set by the government or based on government formulas, it will not always be possible to provide advance notice of new Surcharges or changes in the amount of existing Surcharges. Information on Surcharges is provided during the sales transaction and is available at our Web site.

Disputing Charges - You Must Still Pay Undisputed Charges

Any dispute to a charge on your bill must be made within 60 days of the date of the bill that initially contained the charge. Disputes can only be made by calling or writing us as directed on your invoice or elsewhere. You accept all charges not properly disputed within the above time period – undisputed charges must still be paid as stated on your bill.

Protecting Our Network & Services

We can take any action to: (1) protect our network, our rights and interests, or the rights of others; or (2) optimize or improve the overall use of our network and Services. Some of these actions may interrupt or prevent legitimate communications and usage – for example, message filtering/blocking software to prevent SPAM or viruses, limiting throughput, limiting access to certain Web sites, applications or other Data Content, etc. For additional information on what we do to protect our customers, network, Services and equipment, see our Acceptable Use Policy and Visitor Agreement at our Web site.

Your Privacy

You agree to the terms of our Privacy Policy, available at our Web site, when you use our Services. This policy may change from time to time, so review this policy with regularity and care. Among other things, the policy includes important information on what information we collect about you, how we use that information, and with whom we share that information (for example, to provide you certain Services, to protect our rights and interests, to respond to legal process, to facilitate a merger, etc.). Also, to ensure the quality of our Services and for other lawful purposes, we may also monitor or record calls between us (for example, your conversations with our customer service or sales departments). If you do not agree with the terms of our Privacy Policy, do not purchase or use our Services.

Location Based Services

Our network generally knows the location of your Device when it is outdoors and turned on. By using various technologies to locate your Device, we can provide enhanced emergency 911 services, and optional location-sensitive services provided by us or a third party. Environmental factors (such as structures, buildings, weather, geography, landscape, and topography) can significantly impact the ability to access your Device's location information and use of location-sensitive services. The terms and conditions of any location-sensitive service that you purchase from us may provide more information about how location information is used and disclosed. Use of some of location-sensitive services may require network coverage. **If any Device on your account uses a location-sensitive service, you (the accountholder) must clearly and regularly notify the actual user of your Device that their location may be tracked or discovered.** For additional information on location-sensitive services, see our Privacy Policy at our Web site.

911 Or Other Emergency Calls

Public Safety Officials advise that when making 911 or other emergency calls, you should always be prepared to provide your location information. Unlike traditional wireline phones, depending on a number of factors (e.g., whether your Device is GPS enabled, where you are, whether local emergency service providers have upgraded their equipment, etc.), 911 operators may not know your phone number, your location or the location of your Device. In

certain circumstances, an emergency call may be routed to a state patrol dispatcher or alternative location set by local emergency service providers. Enhanced 911 service ("E911"), where enabled by local emergency authorities, uses GPS technology to provide location information. Even when available, however, E911 does not always provide accurate location information. If your Device is indoors or for some other reason cannot acquire a satellite signal, you may not be located. Some Devices have a safety feature that prevents use of the keypad after dialing 911 — you should follow voice prompts when interacting with emergency service providers employing IVR systems to screen calls.

If Your Device Is Lost or Stolen

Call us immediately if your Device is lost or stolen because you may be responsible for usage charges before you notify us of the alleged loss or theft. You agree to cooperate if we choose to investigate the matter (provide facts, sworn statements, etc.). We may not waive any Early Termination Fees if you choose to terminate Services as a result of loss or theft of your Device.

Disclaimer of Warranties

WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING (TO THE EXTENT ALLOWED BY LAW) ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICES (INCLUDING YOUR DEVICE). WE DON'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICES AND DON'T AUTHORIZE ANYONE TO MAKE WARRANTIES ON OUR BEHALF.

You Agree We Are Not Responsible For Certain Problems

You agree that neither we nor our vendors, suppliers or licensors are responsible for any damages resulting from: (a) anything done or not done by someone else; (b) providing or failing to provide Services, including, but not limited to, deficiencies or problems with a Device or network coverage (for example, dropped, blocked, interrupted calls/messages, etc.); (c) traffic or other accidents, or any health-related claims relating to our Services; (d) Data Content or information accessed while using our Services; (e) an interruption or failure in accessing or attempting to access emergency services from a Device, including through 911, Enhanced 911 or otherwise; (f) interrupted, failed, or inaccurate location information

services, (g) information or communication that is blocked by a spam filter, or (h) things beyond our control, including acts of God (for example, weather-related phenomena, fire, earthquake, hurricane, etc.), riot, strike, war, terrorism or government orders or acts.

You Agree Our Liability Is Limited - No Consequential Damages.

TO THE EXTENT ALLOWED BY LAW, OUR LIABILITY FOR MONETARY DAMAGES FOR ANY CLAIMS YOU MAY HAVE AGAINST US IS LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD. UNDER NO CIRCUMSTANCES ARE WE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER ARISING OUT OF OR RELATED TO PROVIDING OR FAILING TO PROVIDE SERVICES IN CONNECTION WITH A DEVICE, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES.

DISPUTE RESOLUTION

We Agree To First Contact Each Other With Any Disputes

We each agree to first contact each other with any disputes and provide a written description of the problem, all relevant documents/information and the proposed resolution. You agree to contact us with disputes by calling or writing us as instructed on your invoice. We will contact you by letter to your billing address or on your Device.

Instead Of Suing In Court, We Each Agree To Arbitrate Disputes

We each agree to finally settle all disputes (as defined and subject to any specific exceptions below) only by arbitration. In arbitration, there's no judge or jury and review is limited. However, just as a court would, the arbitrator must honor the terms and limitations in the Agreement and can award the same damages and relief, including any attorney's fees authorized by law. The arbitrator's decision and award is final and binding, with some exceptions under the Federal Arbitration Act ("FAA"), and judgment on the award may be entered in any court with jurisdiction. We each also agree as follows:

(1) **"Disputes" are any claims or controversies against each other related in any way to our Services or the Agreement, INCLUDING, but not limited to, coverage, Devices, privacy, or advertising, even if it arises after Services have terminated** – this includes claims you bring against our employees, agents, affiliates or other representatives, or that we bring against you.

(2) If either of us wants to arbitrate a dispute, we agree to send written notice to the other providing a description of the dispute, previous efforts to resolve the dispute, all supporting documents/information, and the proposed resolution. Notice to you will be sent to your billing address and notice to us will be sent to: General Counsel; Arbitration Office; 2001 Edmund Halley Drive VARESP0513-502; Reston, Virginia 20191. We agree to make attempts to resolve the dispute. If we cannot resolve the dispute within forty-five (45) days of receipt of the notice to arbitrate, then we may submit the dispute to formal arbitration.

(3) The FAA applies to this Agreement and arbitration provision. We each agree the FAA's provisions, not state law, govern all questions of whether a dispute is subject to arbitration.

(4) The arbitration will be administered by the International Institute for Conflict Prevention and Resolution ("CPR") under its arbitration rules. If any of the CPR's rules conflict with the terms of the Agreement, the terms of the Agreement apply. You can obtain procedures, rules, and fee information from the CPR at 1-212-949-6490 or www.cpradr.org.

(5) Unless we each agree otherwise, the Arbitration will be conducted by a single neutral arbitrator and will take place in the county of your last billing address. The federal or state law that applies to the Agreement will also apply during the arbitration.

(6) **We each agree not to pursue arbitration on a classwide basis. We each agree that any arbitration will be solely between you and us (not brought on behalf of or together with another individual's claim). If for any reason any court or arbitrator holds that this restriction is unconscionable or unenforceable, then our agreement to arbitrate doesn't apply and the dispute must be brought in court.**

(7) We each are responsible for our respective costs relating to counsel, experts, and witnesses, as well as any other costs relating to the arbitration. However, we will cover any

arbitration administrative or filing fees above: (a) $25 if you are seeking less than $1,000 from us; or (b) the equivalent court filing fees for a court action in the appropriate jurisdiction if you are seeking $1,000 or more from us.

Exceptions To Our Agreement To Arbitrate Disputes

Either of us may bring qualifying claims in small claims court. In addition, this arbitration provision does not prevent you from filing your dispute with any federal, state or local government agency that can, if the law allows, seek relief against us on your behalf.

No Class Actions

TO THE EXTENT ALLOWED BY LAW, WE EACH WAIVE ANY RIGHT TO PURSUE DISPUTES ON A CLASSWIDE BASIS; THAT IS, TO EITHER JOIN A CLAIM WITH THE CLAIM OF ANY OTHER PERSON OR ENTITY, OR ASSERT A CLAIM IN A REPRESENTATIVE CAPACITY ON BEHALF OF ANYONE ELSE IN ANY LAWSUIT, ARBITRATION OR OTHER PROCEEDING.

No Trial By Jury

TO THE EXTENT ALLOWED BY LAW, WE EACH WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY LAWSUIT, ARBITRATION OR OTHER PROCEEDING.

Indemnification

You agree to indemnify, defend and hold us harmless from any claims arising out of your actions, including, but not limited to, failing to provide appropriate notices regarding location-sensitive services (see "Location Based Services" paragraph), or violating this Agreement, any applicable law or regulation or the rights of any third party.

Providing Notice To Each Other Under The Agreement

Except as the Agreement specifically provides otherwise, you must provide us notice by calling or writing us as instructed on your invoice. We will provide you notice in your bill, correspondence to your last known billing address, to any fax number or e-mail address

you've provided us, by calling you on your home phone or Device, by voice message on your Device or home phone, or by text message on your Device.

Other Important Terms

Subject to federal law or unless the Agreement specifically provides otherwise, this Agreement is governed solely by the laws of the state encompassing the area code assigned to your Device, without regard to the conflicts of law rules of that state. If either of us waives or doesn't enforce a requirement under this Agreement in an instance, we don't waive our right to later enforce that requirement. Except as the Agreement specifically provides otherwise, if any part of the Agreement is held invalid or unenforceable, the rest of this Agreement remains in full force and effect. This Agreement isn't for the benefit of any 3rd party except our corporate parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. You can't assign the Agreement or any of your rights or duties under it. We can assign the Agreement. The Agreement and the documents it incorporates make up the entire agreement between us and replaces all prior written or spoken agreements – you can't rely on any contradictory documents or statements by sales or service representatives. The rights, obligations and commitments in the Agreement that, by their nature, would logically continue beyond the termination of Services (including, but not limited to, those relating to billing, payment, 911, dispute resolution, no class action, no jury trial), survive termination of Services.

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