



BlackBerry® Tour™ 9630 Smartphone

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Getting Started With Your BlackBerry 9630

Congratulations on purchasing a BlackBerry® Tour™ 9630 smartphone.

This **Basics 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 BlackBerry device in **Getting to Know Your BlackBerry 9630** on page 1.

2

Follow the set-up instructions and get connected to the Nationwide Sprint Network in **Setting Up Your BlackBerry 9630** on page 4.

3

Select and configure your email options in **Setting Up Email on Your BlackBerry 9630** on page 11.

4

Learn how to use your BlackBerry device's basic functions, from making a phone call and sending email to adding contacts and using Bluetooth, in **Using Your BlackBerry 9630** on page 15.

5

Learn about some of the entertaining options at your command, including Sprint TV and Sprint Music Store, in **Using Advanced Sprint Services** on page 35.

6

Learn how to use your BlackBerry device's international roaming capabilities, from inserting a SIM card to making and receiving international calls, in **Sprint Worldwide™ Wireless Service** on page 35.

7

Get a brief tutorial on your BlackBerry device's screen icons, navigation, and keyboard shortcuts in **BlackBerry 9630 Basics and Shortcuts** on page 57.

8

Find answers to some of your questions – and find out how to learn even more – in **Frequently Asked Questions** on page 67.

Tip

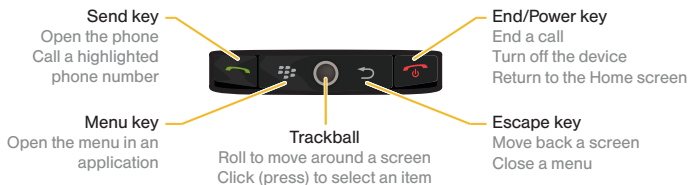
Before using your BlackBerry device or any accessories provided with the device, please read the **Safety and Product Information Guide**, which is printed and included in the box. You can also find it on the *BlackBerry® User Tools CD*.

Getting to Know Your BlackBerry 9630

The BlackBerry Tour 9630 Smartphone




Navigating With Your BlackBerry 9630



Applications

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



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



Click **Email Settings** in the **Setup** folder () to integrate one or more email addresses or change BlackBerry® Internet Service email options.



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



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



Click **Camera** to take a picture.*



Click **Video Camera** in the **Applications** folder to record a video.* **



Click **Media** to view your 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 **Contacts** to view your contact list or to add new contacts or Group Connect lists.



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

* *Camera and Video Camera are not available in all BlackBerry Tour 9630 Smartphones.*

** *Before using the Video Camera, the microSD card must be properly inserted into the media card holder. (The microSD card is preinstalled in your BlackBerry device. See page 29.)*

Setting Up Your BlackBerry 9630

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 9630 On (page 8).*
- 4** *Complete the Setup Wizard (page 8).*
- 5** *Connect to the Nationwide Sprint Network (page 9).*
- 6** *Set Up Your Sprint Voicemail (page 10).*

1

Insert the Battery

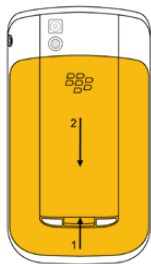
WARNING

Use only those accessories approved by Research In Motion (RIM). Using any accessories not approved by RIM for use with this particular BlackBerry device model might invalidate any approval or warranty applicable to the device, might result in the non-operation of the device, and may be dangerous. See the Safety and Product Information Guide included on the *BlackBerry® User Tools CD* that was packaged with your BlackBerry device for more information about safe battery usage.

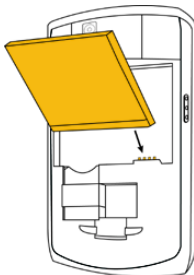
For more information on purchasing RIM approved batteries and accessories, please see “Where can I buy accessories for my BlackBerry device?” on page 69.

To insert the battery:

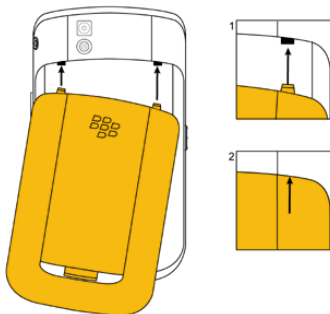
1. Press and hold the release button (1) and slide off the battery cover (2).



2. Insert the battery so that the metal contacts on the battery align with the metal contacts on your BlackBerry device.



3. Slide the metal notches on the battery cover into the slots at the top of the device and push down until the battery cover clicks into place.

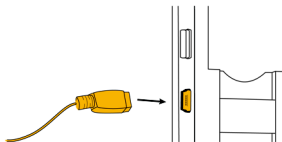


If the battery is charged, your BlackBerry device should turn on. If the BlackBerry device does not turn on, charge the battery.

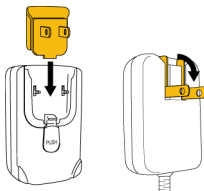
2

Charge the Battery

1. Connect the small end of the travel charger to the micro-USB port on the side of 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 BlackBerry 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 67 for more information.

3

Turn Your BlackBerry 9630 On

- ▶ To turn the BlackBerry® device on or off, press and hold the **End/Power** key () on the front of the device.




**4**

Complete the Setup Wizard

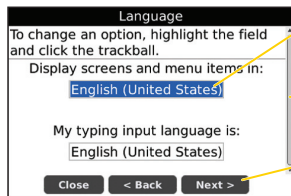
Your BlackBerry device features a setup wizard which is designed to help you learn about typing, change options to personalize your BlackBerry device, and set up one or more supported email addresses. The setup wizard takes approximately ten minutes to complete.

1. On the Welcome screen, read the setup wizard introduction and then roll the trackball to highlight **Continue**. Click (press) the trackball to continue.

Note

If you do not see the Welcome screen, press the **Menu** key () from the Home screen, click **Setup** (), and then click **Setup Wizard** ().

2. Read the setup wizard introduction.
3. Click **Next** to continue.
4. Follow the onscreen instructions to complete the setup wizard.



Options

Highlight a field and click the trackball to view available options

More indicator

Roll the trackball down to view more text on the screen

Close, Back, and Next buttons


Click to move between screens in the wizard

Note

For more information about selecting and setting up your email options, please see "Setting Up Email on Your BlackBerry 9630" on page 11.

5

Connect to the Nationwide Sprint Network

When you turn on your BlackBerry device by pressing and holding the **End/Power** key (), it should automatically connect to the Nationwide Sprint Network.

To connect to the network successfully, your Sprint service must be active, and you must be in a Nationwide Sprint Network service area. For more information about wireless coverage indicators, please see the chart on page 62.

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



Using Your BlackBerry 9630 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 BlackBerry device's phone is in use or turned off. You should set up your voicemail and personal greeting as soon as your BlackBerry device is activated.

1. From the Home screen, press and hold .
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 , bypassing the need for you to enter your passcode).

Note

Voicemail Passcode

Sprint strongly recommends that you create a passcode when setting up your voicemail to protect against unauthorized access. Without a passcode, anyone who has access to your device is able to access your voicemail messages.

Setting Up Email on Your BlackBerry 9630

Choosing Your Email Setup Option

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

BlackBerry Internet Service Option

Use this option to create a new email address for your BlackBerry device or to associate your BlackBerry device with one or more (up to 10) existing email addresses. This option is most common for individual users.

Select the **I want to create or add an email address** option in the setup wizard on your BlackBerry device and follow the prompts.

BlackBerry Enterprise Server Option

Use this option to associate your BlackBerry device with a Microsoft® Outlook® work email account, IBM® Lotus Notes® work email account, or Novell® GroupWise® work email account and to take advantage of advanced capabilities for wireless data synchronization.

If your administrator has provided you with an activation password, select the **I want to use a work email account with a BlackBerry Enterprise Server** option in the setup wizard on your BlackBerry 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 BlackBerry 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 may be required to create a BlackBerry user name 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 (up to 10) 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 BlackBerry 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 BlackBerry Internet Service setup application on your BlackBerry device.
3. If necessary, click **Create New Account**.
4. Carefully review the Legal Terms and Conditions. If you agree, click **Yes** and then click **I Agree**.
5. If necessary, type the login information and click **Next**.
 - **User name:** Type a user name of your choice for the BlackBerry Internet Service setup application.
 - **Password:** Type a login password of six or more characters, and repeat it in the **Confirm Password** field.
6. Write down your user name and password and keep the information in a safe place.

7. Follow the onscreen prompts to add an email address and complete the setup.
8. To log out of the email setup website 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 account directly from your BlackBerry device.

To use Enterprise Activation from your BlackBerry 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 BlackBerry device with a corporate Microsoft Outlook (Workgroup Installation) email account, you can install the BlackBerry® Desktop Redirector software on your computer to associate your BlackBerry 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 computer must be on and the BlackBerry Desktop Redirector must be active to send and receive messages on your BlackBerry 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 website at www.sprint.blackberry.com and click the **Help** link.

Note

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

Using Your BlackBerry 9630



Now that you have your BlackBerry® device set up and ready to use, you can start taking advantage of all the features of your BlackBerry device. This section outlines many of the basic features of your BlackBerry device. For complete details, click **Help**  or access your complete user guide on the *BlackBerry® User Tools CD* that was packaged with your BlackBerry device.

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

- ◆ Making and Answering Phone Calls (page 16)
- ◆ Voicemail (page 19)
- ◆ Entering Text (page 20)
- ◆ Sending Email Messages (page 21)
- ◆ Sending Text Messages (SMS) (page 22)
- ◆ Sending PIN Messages (page 22)
- ◆ Contacts (page 23)
- ◆ Calendar (page 23)
- ◆ Camera (page 25)
- ◆ Video Camera (page 26)
- ◆ Going to Web Pages (page 27)
- ◆ Setting a BlackBerry 9630 Password (page 27)
- ◆ Locking and Unlocking the BlackBerry 9630 (page 28)
- ◆ Inserting a microSD Card (page 29)
- ◆ Location Settings (page 30)
- ◆ Using Bluetooth With Your BlackBerry 9630 (page 31)
- ◆ Installing the BlackBerry Desktop Software (page 32)
- ◆ Finding Help With Other Features (page 34)


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/Power** 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/Power** key (.

In-Call Options

During an active call, press  to display a menu of available in-call options, which may include **Hold**, **Add Participant**, **Swap**, **Join Conference**, **Enhance Call Audio**, **Mute**, **Notes**, **New Call**, **Call Voice Mail**, **Activate Speakerphone/Handset**, **View Contacts**, **View Calendar**, **View Messages**, **Switch Application**, and **Home Screen**.

Using the Mute Option


- ▶ To mute the microphone during a call, press the **Mute** key on the top of the BlackBerry device or click the trackball and then click **Mute**. To turn the microphone back on, press the **Mute** key 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 (.

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**.

Call Forwarding

To forward all incoming calls to another number:

1. Press  >  > **Options** > **Call Forwarding**.
2. Do one of the following:
 - To forward all calls to a call forwarding number, click **All Calls** and then set the **Forward All Calls** field to a call forwarding number.
 - To forward only unanswered calls:
 - Click **All Calls** and then set the **Forward All Calls** field to **Do Not Forward**.
 - Click **Busy, No Answer**, or **Unreachable**, and then set the **If Busy, If No Reply**, or **If Unreachable** fields to a call forwarding number.
3. Press  and then click **Save**.

To deactivate Call Forwarding:






1. Press  >  > **Options** > **Call Forwarding**.
2. Click **Forward All Calls** > **Do Not Forward**,
3. Press  and then click **Save**.

Note







You are charged a higher rate for calls you have forwarded.

Adding and Changing Call Forwarding Numbers

To add a call forwarding number:

1. Press  >  > **Options** > **Call Forwarding**.
2. Press  and then click **New Number**.
3. Type a phone number and press the **Enter** key ().
4. Press  and then click **Close**.


To change a call forwarding number:

1. Press  >  > **Options** > **Call Forwarding**.
2. Press  and then click **Edit Numbers**.
3. Highlight a number and press  > **Edit**.
4. Change the phone number and press the **Enter** key ().
5. Press  and then click **Close**.

Making Emergency Calls

Your BlackBerry device is designed to make emergency calls even when it is locked, when your account is restricted, or, depending on the country you're in, when no SIM card is inserted, provided you are within range of a compatible wireless network.

To make an emergency call:

- ▶ Dial the emergency access number for the country you are in (for example **911** in the U.S. or **112** in countries that are part of the European Union), and then press .

To make an emergency call if your BlackBerry device is locked:

- ▶ Press , click **Emergency**, and then click **Yes**.

Enhanced 911 (E911) Information

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 BlackBerry 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.

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.

Retrieving Your Voicemail Messages

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

Using Your BlackBerry 9630 to Access Your Voicemail Messages

- ▶ From the phone screen, press  and then click **Call Voice Mail**. (Your BlackBerry device will dial your voicemail box.) If prompted, enter the passcode 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 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.

Entering Text

Entering text on your BlackBerry device works the same as entering text on any full keyboard. Here are a few tips to help you along the way.



Typing Tips

- To capitalize a letter, hold the letter key until the capitalized letter appears or press the  key and the letter key.

- To type the alternate character on a key, press the  key and the character key. For example, to type a question mark (?), press the  key and then press .
- To type a symbol, press the  key. To view more symbols, press the  key again. Type the letter that appears below the symbol.
- To type an accented or special character, press and hold the letter key and roll the trackball left or right. Release the letter key when the accented or special character appears. For example, to type **ü**, press and hold  and roll the trackball to the left until **ü** appears.
- To turn on NUM lock, press the  key and press the  key. To turn off NUM lock, press the  key.

Sending Email Messages


You must set up a supported email account (up to 10) to use with your BlackBerry device before you can send and receive email messages. See “Setting Up Email on Your BlackBerry 9630” 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, click the trackball, and then 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.

Accessing Email Messages


1. Click **Messages** () to display a message list.
2. Highlight a message and click the trackball to display the message.



Sending Text Messages (SMS)

You can send text messages (SMS) to up to 10 recipients.

1. Click **Messages** () and then press .
2. Click **Compose SMS**.
3. In the **To** field, do one of the following:
 - Type an email address.
 - Type a compatible phone number (include country code and area code).
 - Type a contact name.
 - Type part of a contact name and then click the desired contact.
4. Type a message, and then press  and click **Send**.



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**.

Contacts


Adding Contacts

1. Click **Contacts** () to display the contacts list, and then press .
2. Click **New Contact**.
3. Type the contact information, click the trackball, and then 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.

Tip



If you have contacts saved on your SIM card, you can copy them to your BlackBerry device's contacts list. From the contacts list, press  > **SIM Phone Book** >  > **Copy All To Contacts** (to copy all entries) or **Add to Contacts** (to copy an individual entry). To copy individual contacts from the BlackBerry device contact list to your SIM card, highlight a contact and then press  > **Copy to SIM Phone Book**.

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 an appointment, 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.

Calendar Status Indicators



reminder set



meeting



recurring appointment or meeting









exception to recurring appointment or meeting



calendar entry with notes

Camera

1. Click **Camera** () to launch the camera.
2. Using the display screen as a viewfinder, click the trackball to take a picture.
3. Select an option to continue.
 - Click  to take another picture.
 - Click  to delete the picture you just took.
 - Click  and follow the onscreen instructions to assign the picture as Caller ID or as the Home Screen Image.
 - Click  and follow the instructions to send the picture via email.
 - Click  to rename and save the picture.

Camera Status Indicators



flash is turned on



automatic flash mode



flash is turned off



slow shutter speed


Note

Cameras are not available in all BlackBerry Tour 9630 smartphones.

Video Camera






Note

Before using the Video Camera, a microSD card must be inserted into the media card holder. The microSD card is preinstalled in your BlackBerry device. See "Inserting a microSD Card" on page 29 for details.

1. Make sure a microSD card is present, and then click **Video Camera** () to launch the video camera.

Tip





To make sure a microSD card is installed, click **Options** () > **Memory** and scroll to the bottom of the screen. If **Media Card** is shown along with Total Space and Free Space, the microSD card is properly installed and ready.

2. Using the display screen as a viewfinder, click the trackball to begin recording.
3. Select an option to continue.
 - Click the trackball to pause recording. Click the trackball again to resume recording.
 - Click  to stop recording and save the video.
 - Click  to play the video.
 - Click  to delete the video you just recorded.
 - Click  and follow the onscreen instructions to send the video to an email address.
 - Click  to rename the video.

Note

Video cameras are not available in all BlackBerry Tour 9630 smartphones.

Going to Web Pages

- ▶ Click **Browser**  to display the browser, and then do one of the following:
 - If a Web address field appears, type a Web address (URL) and press .
 - If no Web address field appears, press , click **Go To**, and then either type or highlight a Web address and press .


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 9630 Password


1. Click **Options**  > **Password**.
2. Click **Set Password**.
3. Type a password and then click the trackball.
4. Retype the password and then click the trackball again to save. (Setting and saving a password automatically enables the password.)

To enable or disable the password:

1. Click **Options**  > **Password**.
2. Click **Enabled** (or **Disabled**), select an option, and click the trackball.
3. Press  and click **Save**.
4. If prompted, enter the password and click the trackball.

Locking and Unlocking the BlackBerry 9630


To lock your BlackBerry device:

- ▶ With a password set and enabled, on the Home screen, click **Lock** ()

To unlock your BlackBerry device:

- ▶ On the Lock screen, roll the trackball. Click **Unlock**. Type your password and then press the **Enter** key () or click the trackball.

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. Press , click **Emergency**, and then click **Yes**.

Tip

For additional options and shortcuts, including locking the keyboard, see "Navigating Screens" on page 57.

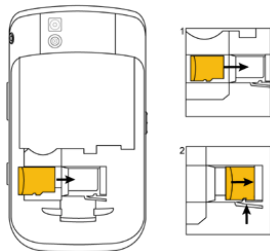
Inserting a microSD Card

Use an optional microSD™ media card to extend the memory available on your BlackBerry device for storing your media files such as videos, ring tones, pictures, or songs. Your BlackBerry device comes with a microSD card preinstalled.

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 (if applicable) 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 release button for the battery cover and slide the cover off. (See "Insert the Battery" on page 5.)
2. Hold the media card so that the metal contacts on the media card face down and point toward the right side of your device.
3. Slide the media card into the media card slot until it stops.



4. Slide the battery cover back onto the device and press down until it clicks into place.

Location Settings



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 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.

To enable your BlackBerry device's Location feature:

1. Click **Options** () > **Advanced Options** > **GPS**.
2. Click the option next to **GPS Services**.
3. Click **Location ON**, press , and then click **Save**.


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 9630

Turning the Bluetooth Radio On or Off

To turn the Bluetooth® radio on or off:

- ▶ Click **Manage Connections** (), and then click the **Bluetooth** checkbox to turn Bluetooth on or off. (A checkmark indicates that Bluetooth is enabled; no checkmark indicates that Bluetooth is disabled.)

Pairing With a Bluetooth-Enabled Device

1. From the **Manage Connections** screen, click **Set Up Bluetooth** to display the Bluetooth setup application.
2. Click **Search** or **Listen**.
3. If necessary, click the name of a Bluetooth-enabled device.
4. If necessary, type the passkey for the Bluetooth-enabled device on your BlackBerry device.
5. If necessary, 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.

Installing the BlackBerry Desktop Software

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

- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your BlackBerry device and your computer.
- Back up and restore BlackBerry device data.
- Transfer files between your BlackBerry device and your computer.
- Add applications to your BlackBerry 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 BlackBerry 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 BlackBerry 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 > (All) Programs > BlackBerry > Desktop Manager**.

Note

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

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, 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**.

Using Advanced Sprint Services

With your BlackBerry® device and advanced data services from Sprint, you have access to a variety of entertaining and useful features – only on the Now Network™.

Advanced Sprint service features include:

- ◆ Sprint TV (page 35)
- ◆ Sprint Music (page 36)
- ◆ Pocket Express (page 39)
- ◆ GPS Navigation (page 41)
- ◆ Additional Sprint Services (page 42)
- ◆ Sprint Software Store (page 42)

Notes


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Sprint data service is not included. Depending on the plan and options selected, additional charges may apply.

Sprint TV

With Sprint, you can watch live TV on the go right on your BlackBerry device. Accessing your Sprint TV channels is as easy as using the remote control in your living room. Browse through the available free channels or subscribe to one of the premium offerings. Wherever you go on the Nationwide Sprint Network, you can get more out of your Sprint TV service.

To access your BlackBerry device's Sprint TV channels:

1. From the Home screen, click **Sprint TV** (). (The first time you use the application, follow the prompts to download it to your BlackBerry device.)
2. Click **Sprint TV**, **Sprint Radio**, **Sprint Movies**, or **Premium Channels** to proceed to the channel listings.
3. Browse through the available programming and click a clip or channel to view the program.

Note

The first time you access a channel that requires a subscription, you will be prompted to purchase access. Select **Subscribe** to purchase access, or select **Preview** to see a preview of the selected channel.



Coverage not available everywhere. Content and lineup subject to change. Select channels also available for casual usage. Go to sprint.com/tvguide for more information.

Sprint Music

Sprint lets you use your BlackBerry device as a portable personal jukebox. With access to the Sprint Music Store, you can purchase and download digital music files to play on your BlackBerry device.

Accessing the Sprint Music Store

You can access the Sprint Music Store right from your BlackBerry device, anywhere on the Nationwide Sprint Network. When you enter the store for the first time, you will be prompted to set up your user identification and password.

1. From the Home screen, click **Downloads** () > **Sprint Music Store** ().
2. The first time you access the service, follow the onscreen instructions to download the application and set up your account.

Note

Use of the Sprint Music Store requires that a microSD card is properly installed in your device. Your BlackBerry device comes with a microSD card preinstalled. See page 29 for details.

Tip

Your User ID for the Sprint Music Store is your 10-digit wireless phone number. The password may be any 4-digit number.

3. After you have entered your password, scroll through the options to explore the store.

Purchasing and Downloading Music

Once you have entered the store, you can shop for songs to purchase and download to your BlackBerry device's microSD card.

1. From the Sprint Music Store opening page, select an option to browse the store:
 - **Featured Music** offers a revolving selection of highlighted songs and artists.
 - **Categories** allows you to choose from categories such as Top 10s, New This Week, What's Hot, Songs You Know, and specific musical genres.
 - **Search** gives you the option of searching for specific songs or artists. Just use your keypad to enter your search criteria.
2. Select a song and click on it. (The song information screen is displayed.)
3. Select an option:
 - **Preview** to play an audio clip of the selected song.
 - **Buy Song** to purchase the song and download it to your BlackBerry device's microSD card.
 - When you select **Buy Song**, the file downloads to the microSD card. (If there is no microSD card installed or if there is not enough free memory space on the card, you will see an alert.)
 - Once the song has been downloaded, options allow you to listen to the song, add it to a playlist, or continue shopping.

Playing Music on Your BlackBerry 9630


Music downloaded through the Sprint Music Store may be organized and played using the Sprint Music Store Player tab.

Accessing the Music Player

1. From the Sprint Music Store opening page, click the **Player** tab
2. From the Player display, select an option:
 - **Playlists** to select a customized playlist. Select **Create Playlist...** and add songs to create a new playlist.
 - **Artists** to browse through your music by artist.
 - **All Songs** to browse through all of your saved music, including music purchased from the Sprint Music Store and any additional songs you have loaded onto your microSD card from your computer.
 - **Albums** to browse through your music by album.
 - **Genres** to browse through your music by genre.
3. To begin playing your music, select a song and click on the title.
 - To pause or resume playing, press the space key.
 - To skip to the next or previous song, roll the trackball right or left.
 - To view the current playlist, roll the trackball up or down. To begin playing another song, highlight the title and click the trackball.

Note

You can close the music player and continue listening to music while using other features of your BlackBerry device. Press  to exit the music player and display the Home screen. To stop playback, return to the Player screen and press

 > **Close**.

If you make or receive a phone call while listening to music, playback will pause until the call is over. Using certain applications, such as the Camera, will stop playback altogether.

Backing Up Your Downloaded Music Files

Sprint recommends you back up your downloaded music files to your computer. Although the downloaded files can only be played on your device and on your account, backing them up to your computer lets you access the files in case your microSD card is lost or damaged, or if you install a new microSD card.

To back up your downloaded music files:

1. Connect your BlackBerry® device using the USB Sync cable.
2. Use your computer to navigate to the microSD card's Music folder.
3. Select and copy the music files to a folder on your computer's hard drive.


Note

Although you can store files downloaded from the Sprint Music Store on your computer, they will only be playable on your BlackBerry device and on your account. If you copy the files to a new microSD card, you will need to create a folder on the card called "MUSIC" to be able to play the music files.

Pocket Express

With Pocket Express, you can personalize your data services to suit your needs. Pocket Express makes it easier than ever to retrieve the most popular Web information and categories instantly. It uses the ZIP code you provide to customize the content you receive, so you can get the information you want right now.

Getting Started With Pocket Express

1. From the Home screen, click **Pocket Express**  and follow the prompts to download the application.
2. Enter your preferred ZIP code and click **Next**.
3. Follow the onscreen instructions to accept the terms and conditions and set up your account.

Accessing Pocket Express Information




1. From the Home screen, click **Pocket Express** () .
2. Roll the trackball to scroll through categories (**News, Sports, Weather, Stocks, Entertain, Search, Travel, Maps, and Assist**). Click on a category to select it.

Note

As they're highlighted, category names are expanded. For example, when highlighted, the **News** category becomes **Breaking News Photos & Opinion**.

3. Within the main category, click on a subcategory or an item to display more information. Additional options such as **Full Story** or **Picture** may appear at the bottom of the page.
4. For additional categories and premium options, click on the **Extras** tab on the left side of the main Pocket Express page.

Navigation Tips

- To return to the previous screen, press the **Escape** key () .
- To return to the Pocket Express main screen, press  > **PageOne**.
- To update any page, press  > **Update** or **Update All**.


GPS Navigation

Sprint Navigation gives you turn-by-turn directions onscreen and over speakerphone.



Note

Depending on your service plan, Sprint Navigation may require a monthly subscription. Contact Sprint for information and pricing.

Getting Started With Sprint Navigation

1. From the Home screen, click **Downloads**  > **Sprint Navigation** .
2. The first time you access the service, follow the onscreen instructions to download and register the application.

Using Sprint Navigation


1. From the Home screen, click **Downloads**  > **Sprint Navigation** .
2. Select an option and follow the onscreen instructions to get directions or view maps.
 - **Drive To** lets you enter an address (vocally or using the keyboard) or select from categories such as My Favorites, Recent Places, or Businesses to search for turn-by-turn directions.
 - **Directory** provides a categorized list of locations such as Gas Stations, Grocery Stores, and Hospitals to help find local businesses and services.
 - **Maps & Traffic** lets you view maps and get traffic information for your current location or for any other location. It uses the same categories as Drive To.
 - **Tools/Extras** provides access to additional services such as Record Location, Compass, and Preferences.

Note

For more information, visit www.sprint.com/navigation.

Additional Sprint Services

More advanced services, including NASCAR Sprint Cup Mobile, NFL Mobile Live, Facebook, and Flickr, are available for use on your BlackBerry device.


1. From the Home screen, click the icon for the feature you want to use, such as **NASCAR Sprint Cup Mobile** or **NFL Mobile Live**. (Some available features may be found in the **Downloads**  folder).
2. The first time you access the feature, follow the prompts to download and set up the application.
3. Once you're set up, follow the instructions to take advantage of your Sprint services.

Sprint Software Store

With Sprint, you have access to a variety of Premium Service content, such as downloadable Games, Ringers, and other applications. (Additional charges may apply.) The basic steps required to access and download content are outlined here.

Accessing the Download Menus

To access the download menus:

1. From the Home screen, click **Sprint Software Store** .
2. Select **Applications**, **Games**, **Ringers**, or **Screen Savers** to go to the corresponding download menu.

Selecting an Item to Download

Browsing options help you find what you're looking for:

- **Featured** displays a rotating selection of featured items.
- **Search** allows you to use your keypad to enter search criteria to locate an item. You may enter an entire word or title or perform a partial-word search.

Downloading an Item

Once you've selected an item, click it to view a summary page.

To download a selected item:

1. From the information page, click **Buy Now**.

Note

If you have not previously purchased an item, follow the prompts to create your purchasing profile.

2. Follow the onscreen prompts to download and assign or configure your purchase.

Note

For information about using downloaded applications, visit www.sprint.com.

Visit <http://softwarestore.sprint.com> for additional purchase and download options.

Sprint WorldwideSM 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/sww.)

Note: To use Sprint international roaming services, you must be a current Sprint subscriber. You must also meet international toll authorization and credit requirements to roam in most places outside of the United States. Depending on your overseas location and coverage, you may not have access to all features. Service may be interrupted if you change phones or phone numbers before traveling abroad.

Getting Started With Sprint Worldwide Service

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

To activate Sprint Worldwide service:

- ▶ Chat with or email an international support rep by visiting www.sprint.com/international and clicking the **Chat with us** or **Email us** link on the right side of the screen.
- or –

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.

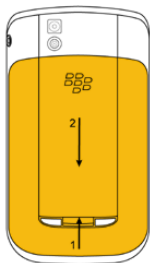
Your SIM Card

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.

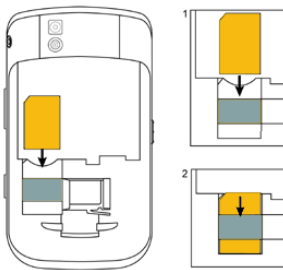
The SIM included contains information specific to your BlackBerry device and should be retained with the device for use on GSM networks.

1. Press and hold the release button (1) and slide off the battery cover (2).



2. If necessary, remove the battery.
3. Remove the SIM card from any packaging, and hold the card so that the metal contacts on the SIM card face down and the cutoff corner points toward the top-left corner of the BlackBerry device.

4. Slide the SIM card into the SIM card slot until it stops.



5. 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. Scroll to **Network Technology** and click the trackball.
3. Select an option and click the trackball:
 - **GSM/UMTS** 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 16), 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/sww.



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/sww.

To use Plus Code Dialing to place an international call:

1. From the phone dial screen, press  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 .
- (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

- ▶ 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  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  to insert the U.S. country code, and then enter the area code and number.
3. Press  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 **Contacts** () , press  , and click **New Address**.
2. Type a name for the entry (for example, “Voicemail”).
3. Enter  (+ 1), your area code, and your wireless phone number.

4. Press  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 **Contacts** () , highlight the voicemail access entry (see “Setting Up Your Voicemail Access Number” on page 49), 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/sww 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 Nationwide Sprint 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/sww. 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/sww 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 47.) Visit www.sprint.com/sww 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 47 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
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.

BlackBerry 9630 Basics and Shortcuts

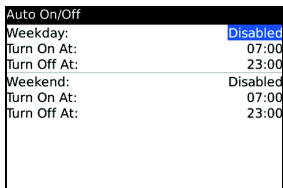
Navigating Screens

Lock the BlackBerry® device keyboard	From the Home screen or Applications list, click Keyboard Lock
Unlock the BlackBerry device keyboard	Press  and press 
Lock the BlackBerry device	With a password set (see page 28), from the Home screen or Applications list, click Lock
Unlock the BlackBerry device	Type your password and press 
Return to the previous screen	Press the Escape key ()
Return to the Home screen	Press the End/Power 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  and press the Escape key ()
Turn the BlackBerry device on or off	Press and hold the End/Power key ()

Typing and Editing

Capitalize a letter	Press and hold the letter
Insert a period	Press  twice
Type the alternate character on a key	Press  and press the desired key
Insert a symbol	Press  and type the letter that appears below the desired symbol
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	Click the trackball and click Copy
Cut selected text	Click the trackball and click Cut
Paste selected text	Click the trackball and click Paste
Cancel a selection	Press the Escape key ()

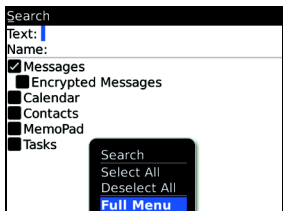
Fields




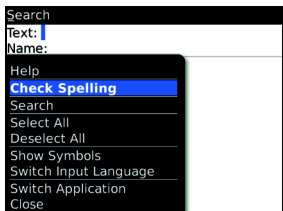
To change values in a field, highlight the field, click the trackball, and click a value.

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

Menus





























To view a menu, press . 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  or click **Full Menu**.

Status Indicators

	Shift mode		sending data		filed message
	Number lock mode		receiving data		sent message
	Alt mode		Bluetooth® on		message is sending
	alarm set		paired with Bluetooth device		message not sent
	missed call count		unopened message		draft message
	unopened message count		opened message		missed call
	missed calendar reminder		message with an attachment		received call
	voicemail message		message is high priority		placed call
	roaming		SMS text message		

Battery Status Indicators

Full battery power



Low battery power



Charging




Battery Tips








Try the following tips to extend your BlackBerry device's battery life:

- Set the BlackBerry device to turn on and turn off automatically.
- Turn off the connection to a wireless network when you are not in a wireless coverage area.
- Delete the original message when you send a reply.
- Lower the brightness of the backlighting.
- Turn off the flash in the camera.
- Send messages to multiple contacts using **Add To**, **Add Cc**, or **Add Bcc**.
- Charge your BlackBerry device regularly.
- Store your BlackBerry device in the carry pouch that was included with your BlackBerry device.

For information about these options, click **Help** (🔍) or access your complete user guide on the *BlackBerry® User Tools CD* that was packaged with your BlackBerry device.

Wireless Network Coverage










You must be connected to the Nationwide Sprint Network to begin using many of the features of your BlackBerry device. To connect to or disconnect from the network, click **Manage Connections** (). Indicators on the Home screen show the wireless coverage level for the area in which you are using your BlackBerry device.

	You can use the phone, send and receive email messages, PIN messages, and SMS text messages. You can use the phone and send and receive email messages or use the browser simultaneously.
	You can use the phone, send and receive email messages, PIN messages, and SMS text messages, and use the browser with a high-speed data connection.
	You can use the phone, send and receive email messages, PIN messages, and SMS text messages, and use the browser.
	You can use the phone and send and receive SMS text messages.
	You can only make emergency calls.
	Your connection to the wireless network is turned off.
	You are not in a wireless coverage area






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
Add an extension to a number	Press  and  and then type the extension
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 select a Contacts entry



Browser Shortcuts

Open a selected link	Press  or click the link
Go to a specific Web page	Press 
Insert a period in the Web address field	Press 
Insert a slash mark (/) in the Web address field	Press  and 
Go back one page	Press the Escape key ()
Exit the browser	Press and hold the Escape key ()
Open the bookmark list	Press 
Add a bookmark	Press 
Go down one page	Press 
Go up one page	Press  and 

Message List Shortcuts

Open a selected message	Press 
Reply to sender	Press 
Reply to all	Press 
Forward message	Press 
Move to the next unopened message	Press 
Move down one screen	Press 
Move up one screen	Press  and 
Move to the top of the list	Press 
Move to the bottom of the list	Press 
Compose a message	Press 
Display the phone call log	Press  and 
Display the Direct Connect call log	Press  and 

Calendar Shortcuts


Go to the next day, week, or month	Press 
Go to the previous day, week, or month	Press  and 
Move the cursor horizontally in week view	Roll the trackball left or right
Move the cursor vertically in month view	Roll the trackball up or down

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 and hold the **End/Power** key ().
- 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 BlackBerry 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.
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 Nationwide Sprint Network and that you are in a wireless coverage area. See “Connect to the Nationwide Sprint 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 13, 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 Research In Motion (RIM). Using any accessories not approved by RIM might invalidate any approval or warranty applicable to your BlackBerry device, might result in the non-operation of the device, and may be dangerous.

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

Ring tones are available by clicking **Media**  > **Ring Tones** >  > **Download Ring Tones**. Many third-party vendors offer games, ring tones, and other programs for your BlackBerry device online. You can download new programs using your BlackBerry® 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 website 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 (if applicable) 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. 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 website at www.sprint.blackberry.com 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.


Note

Depending on your email account type or mail implementation, wireless email reconciliation might not be available for your BlackBerry device.

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 Manager Help* and the *BlackBerry User Guide*.

For additional BlackBerry device help and troubleshooting information, visit:
www.blackberry.com/support.

Sprint 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 website or upon request.

Terms and Conditions

Basic Definitions

In this document: (1) “we,” “us,” “our,” and “Sprint” 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 website. 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. 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 to Each Other Under the Agreement” section). If a change we make to the Agreement is material and has a material adverse effect on Services under your Term Commitment, 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 Service 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 are 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 the 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 to be activated on the Sprint network and in other coverage areas we make available to you. As programmed, 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. Your CDMA Sprint PCS phone has a software programming lock that protects certain of the handset's operating parameters against unauthorized reprogramming. If you wish to obtain the software program lock code for your CDMA Sprint PCS phone, please visit Sprint.com or call 1-888-211-4727 for information and eligibility requirements.

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 on our website. 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 websites, 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 websites, 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, suspend, or constrain any heavy, continuous data usage that adversely impacts our network performance or hinders access to our network. If your Services include 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 adds or 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. If you (the account holder) allow end users to access or use your Devices, you authorize end users to access, download and use Services.

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.

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. Walkie-talkie billing methods are subject to change as we introduce new walkie-talkie Services.

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 websites 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 and remit to the government on the Services we provide to you. 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 all surcharges ("Surcharges"), which include, but are not limited to: Federal Universal Service, various regulatory fees, Sprint administrative charges, gross receipts charges, and charges for the costs we incur in complying with governmental programs. **Surcharges are not taxes and are not required by law. They are rates we choose to collect from you and are kept by us in whole or in part. The number and type of Surcharges may vary depending upon the location of your primary billing address and can change over time. We determine the rate for these charges and these amounts are subject to change as are the components used to calculate these amounts.** We will provide you notice of any changes to Surcharges in a manner consistent with this Agreement (see "Providing Notice To Each Other Under The Agreement" section). However, since some 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 on our website.

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 websites, 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 website.

Your Privacy

You agree to the terms of our Privacy Policy, available at our website, 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.

We encourage you (the account holder) to protect the privacy of your account information by establishing passwords (including for your online accounts), which may include an answer to a backup shared secret question. These authenticators will be used when you access your account. This is the most effective way for you to protect your account. We treat the holder of your password(s) and/or your answer to a backup shared secret question as an authorized person on your account. Please do not share your authentication information with anyone that you do not wish to have access to your account. You agree that we may contact you in our discretion about important account related matters through the contact information you provide, through the Services or Devices to which you subscribe or through other available means. We also may allow you to set preferences for your preferred means of contact.

As we provide telecommunications Products and Services to you (the account holder), we develop information about the quantity, technical configuration, type and destination of telecommunications Products and Services you use, as well as some other information found on your bill ("CPNI"). Under federal law, you have the right, and we have a duty, to protect the confidentiality of your CPNI. For example, we implement safeguards that are designed to protect your CPNI, including authentication procedures when you contact us. For some accounts with a dedicated Sprint representative, we may rely on contacting your pre-established point of contact as the standard authentication measure.

Location Based Services

Our network generally knows the location of your Device when it is outdoors and/or 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 account holder) authorize the end user to download, access and use location-sensitive services and agree to clearly and regularly notify the end 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 website.

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” section), failure to safeguard your passwords, backup question to your shared secret question or other account information, 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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