



BEFORE YOU TRAVEL

Activate your BlackBerry 8830 in the U.S. with voice and data plans (BlackBerry email/web):

Your device must have active voice and data plans in the U.S. in order for either service to work internationally.

Enable your BlackBerry 8830 SIM card and request international voice and data capability:

1. Call Sprint Worldwide Care at 888-226-7212, option 2.
2. Request that your SIM card be activated.
3. Specify that both International Voice and International Data be enabled.

Note 1: Data usage while roaming is limited to email and web browsing.

Note 2: Domestic BlackBerry email/web plans will incur roaming charges when used outside the U.S. Check www.sprint.com/international for voice and data pricing. The WorldWide BlackBerry email/web plan offers unlimited data usage wherever Sprint CDMA or GPRS roaming agreements are supported.

Check coverage and features available for the location(s) you will visit:

1. Visit <http://www.sprint.com/international>.
2. Select 'Voice and Data Coverage and Rates.'
3. Select a country and click 'Search.'
4. View features available in city list, scroll through or select first letter of city name.

Identify international calling codes for location(s) you will visit and location(s) you plan to call:

To make an international call from an international location, you will need:

- > The International access code of the country where you are located,
- > The country code for the country you are calling to, and
- > The phone number.



To find a location's international access code and country code:

- > Visit <http://www.sprint.com/international>.
- > Select a country and click 'Search.'
- > The international access code and country code will be displayed in the International Dialing section under 'PCS Access Code' and 'Country Code,' respectively.

Set voicemail passcode:

You must know your voicemail passcode to access voicemail outside of the U.S. If you do not know your passcode, you may reset it at www.sprint.com:

1. Log in to 'My Sprint Wireless Account' (Manage).
2. Select 'Account Management' at top of page.
3. Click 'My Personal Information' in left menu.
4. Select 'Voicemail Passcode' and enter new information.

WHILE TRAVELING ABROAD

General Instructions for Use

Select Global Mode:

Upon arriving in a country with GSM coverage, change the settings to Global Mode. This will allow the device to choose either CDMA or GSM, whichever network is available in that area.

1. On the front screen of the BlackBerry 8830, select the 'Manage Connection' icon.
2. Select 'Mobile Network Options.'
3. Highlight 'Network Mode' tab at bottom of screen.
4. Push in the trackball and scroll down to 'Global.'
5. Push in the trackball again to select 'Global.'
6. Select button to return to previous menu.
7. Screen will prompt to select save changes made. Highlight 'Save' and push in trackball to confirm.
8. Screen will prompt to automatically select CDMA or GSM based on network availability—select 'Yes.'

Making Calls:

Local calls: Local calling procedures vary by country. Please use the same procedures to dial locally from your BlackBerry 8830 as you would from a landline phone in that country.

International calls: International access code, country code, area code, phone number

*Example: Calling Manhattan from Mexico:
00 1 212 then 7-digit phone number*

*Example: Calling London from Mexico:
00 44 20 then 7- or 8-digit phone number*

Receiving Calls:

Simply turn on your phone. Your callers do not need to dial anything different, and they will not pay extra to reach you. Roaming rates apply to you only.

Accessing Voicemail:

1. Dial the international access code (or if in GSM mode, press and hold the 0 [zero] key until a + appears on your phone display).
2. Enter 1, then your Sprint number.
3. When voicemail answers, press * (star) and enter the voicemail passcode followed by # (pound).

Text Messaging:

Text messaging is not yet available while roaming. Although you may receive a welcome message upon arrival in a country, all other SMS/Text messages will be held until you return to the U.S.

Emergency Services:

In countries using the GSM standard, dial 112 to be routed to the appropriate local emergency services. Please note that dialing 112 works in many, but not all, countries. Please contact local sources for an emergency number in CDMA countries.

SPRINT WORLDWIDE CUSTOMER SUPPORT

From your Sprint phone (this call will be free):

Dial international access code, then 1, then 817-698-4199, option 2.

From a landline phone:

Call 1-817-698-4199, option 2 (access and connection fees may apply in addition to long-distance costs).

Toll-free numbers are also available from several countries. The toll-free* numbers below can be used to contact Sprint in the following countries:

- > Most Caribbean Islands 1-888-226-7212
- > China 00-1-800-713-0750
- > France 800-903200
- > Germany 800-180-0951
- > Italy 800-787-986
- > Mexico 01-877-294-9003
- > United Kingdom 808-234-6616

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

TRAVEL CHECKLIST

General – Before Traveling

1. Call Sprint Customer Care to enable phone and SIM card for international wireless services. If your phone number, device, or SIM card changes, call Customer Care to enable your new number, device, or SIM.
2. Get list of country dialing codes.
3. Set voicemail passcode.

When Traveling to Another Country

1. Power phone on; should find and register with available network.
2. To access data services, ensure you are on the carrier network that supports data. You may need to manually switch from 1X to GSM to access data. Follow directions for 'Select Global Mode,' but instead of 'Global Mode' select 'GSM Mode.'
3. While in GSM your device will automatically search for data carriers first. However, if data is not available on that carrier, it may be necessary to manually select a different carrier.

A list of carriers that offer data service is available on www.sprint.com; new carriers are added monthly. Be sure to check for updates: <http://www.sprintpcs.com/common/popups/pop-gprsCarriers.html>.

Inserting/Swapping SIM Cards

Your Sprint SIM card should be preinstalled. If you get a 'No SIM card found' error message or if you need to reinstall or swap your SIM card, please follow the instructions below to place the SIM card properly in your phone.

1. Press the battery cover release button, slide off the battery cover, and remove the battery.
2. Hold the SIM card so that the metal contacts on the SIM card face down and the cutoff corner points toward the lower-right corner of the BlackBerry device.
3. Slide the SIM card into the SIM card slot until it stops.

