



# Worldwide Traveling Tips

BlackBerry® Tour™ 9630 smartphone

## Traveling In China

Prior to traveling for the first time you should contact Sprint Worldwide Care to ensure services will work for all trips. Sprint Worldwide Care can be reached via chat or email on [Sprint.com/international](http://Sprint.com/international) or by calling 1-888-226-7212 (option 2). Sprint recommends checking your device to ensure you have the most current software and PRL available for your device prior to traveling.

### Updating the BlackBerry Tour:

1. Press menu key, scroll to Options and click trackball
2. Scroll to Mobile Network and click trackball
3. Hover over Mobile Network and select Update Preferred List
4. Once PRL update is complete, then update software
5. Press the Menu key, scroll to the Options icon and press the trackball
6. Scroll to Advanced Options and press the trackball
7. Scroll to Wireless Update and press the trackball
8. Highlight Next option on the introduction page, press the trackball, the current software version displays
9. Click on Check for Updates and follow the on-screen instructions to download software

Casual International Roaming rates in China are as follows\*:

- **Voice Calls:** \$2.49/minute for all calls placed and received, regardless of call destination.
- **Texts:** Sent: \$0.50/recipient; Received: \$0.05/message
- **Data Rate/Speed:** \$0.004/KB 1x Data, or \$0.019/KB GPRS Data

The BlackBerry Tour automatically connects to data service to retrieve email messages and applications on your device connect for updates periodically. To prevent unexpected data charges from automatic updates and apps on your device you can turn off the data roaming option on your device.

- Press menu key, scroll to Options and click trackball
- Scroll to Mobile Network and click trackball
- Set Data Services field to Off When Roaming
- Press the Menu key and click Save

Data rates are per kilobyte and are rounded up to the next kilobyte. Here are some examples of file sizes to give you an idea what charges you might incur:

- Weather: [www.weather.com](http://www.weather.com)
    - 1.55 Mb (1587Kb) \* \$0.004 = \$6.35
    - 1.55 Mb (1587Kb) \* \$0.019 = \$30.15
  - CNN: [www.cnn.com](http://www.cnn.com)
    - 1.22Mb (1249Kb)\* \$0.004 = \$5.00
    - 1.22Mb (1249Kb)\* \$0.019 = \$23.73
  - Email with one picture attached = \$4.08 or \$19.46
- **Special Rate:** Not available at this time.

## Making Calls

- **How to Make a Local Call:** Use the same procedures to dial locally from your phone as you would from a landline phone in China.
- **How to Make an International call:** Dial the international access code for China, then enter the country code for the country you are calling, finally enter the phone number you are calling
  - *Example:* Calling Manhattan, NY, from China: Dial "00" (The international access code for China) then "1" (The United States' country code) then the phone number.
  - *Example:* Calling London, from China: Dial "00" then "44" (The United Kingdom's country code) then the phone number.
- **How to Use Plus Code Dialing:** Placing calls is simplified with the use of the Plus (+) Code Dialing feature. To use this feature to place an international call simply press and hold the 0 (zero) key to insert a "+" on the screen. The

# Worldwide Traveling Tips



appropriate international access code for the country you are in will be automatically dialed. After the plus dial the country code and number you wish to reach. *Note: Plus Code Dialing only works in GSM mode.*

- *Example:* Calling Manhattan, NY: Dial "+" then 1 then the phone number.

## Receiving Calls

Callers do not need to dial anything different and they will not pay extra to reach you, simply ensure your device is in Global Mode and powered on as stated above. Roaming rates apply to you only.

## Accessing Voicemail

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 [sprint.com](http://sprint.com):

1. Sign in to your account on Sprint.com
2. Select the My Preferences tab found under the Welcome Back message
3. Choose Manage voicemail passcode from I want to menu on the right
4. Enter new passcode, re-enter and click Submit.

Voicemail service is available however; you may not receive a voicemail indicator. To check if you have any new messages;

- Dial 0 or "+"
- Then "1" and your Sprint 10 digit number
- When voicemail answers, press \* (star) and enter the voicemail passcode followed by # (pound).

## Texting

Sending a text while traveling is identical to sending a text from home. Texts can only be sent to international carriers supported by Sprint. For a list of supported carriers select 'International Texting From US' from [www.sprint.com/international](http://www.sprint.com/international), then select the link for international carriers.

- To send a text to a U.S.-based number or to any number within the North American Numbering Plan (NANP)\* simply enter the 10-digit number

- To send a text to a non-US or non-NANP\*-based number, enter 011 then the country code and number

\*North American Numbering Plan (NANP) Countries: Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, and U.S. Territories (Puerto Rico, U.S. Virgin Islands and Guam)

## Resolving Issues

If unable to access voice, texting, and data (web/email) services upon arriving in China you may need to be sure it's in Global Mode.

### Selecting Global Mode using the BlackBerry Tour:

- Press menu key, scroll to Options (wrench) and click trackball
- Scroll to Mobile Network and click trackball
- Scroll to Network Technology and click the trackball
- Highlight Global and click the trackball, then press End key

If service is still unavailable, then your issue may be resolved by following the steps below.

1. Verify the device is not in Airplane mode and ensure the roaming setting is not set to Sprint Only. *Note:* If data service has not been accessed on the Sprint network with the device then it will not work while roaming. Services must have been utilized on the Sprint network with the device prior to departure for service to work while roaming.
2. Check to ensure the device is in Global Mode, see instructions on page 1.
3. Manually switch the device to "CDMA Mode"
  - Press menu key, scroll to Options and click trackball
  - Scroll to Mobile Network and click trackball
  - Scroll to Network Technology and click the trackball
  - Highlight 1XEV and click the trackball, then press End key
4. Manually switch the device to "GSM/UMTS Mode"
  - Press menu key, scroll to Options and click trackball
  - Scroll to Mobile Network and click trackball
  - Scroll to Network Technology and click the trackball
  - Highlight GSM/UMTS and click the trackball, then press End key
5. Manually select a carrier in the area
  - Press menu key, scroll to Options and click trackball
  - Scroll to Mobile Network and click trackball

# Worldwide Traveling Tips



- Scroll to Network Selection Mode and click trackball
- Highlight Manual and click trackball
- The device searches and lists the available networks.
  - **Choose:** China Unicom or China Mobile

## ***Sprint Worldwide Customer Support***

If any issues arise that need further troubleshooting or if information is needed, Sprint Worldwide Customer Support is available 24x7.

- **From your Sprint phone:** (this call will be free) Dial 0 or "+" 1.817.698.4199, select option 3.
- **From a Landline phone:** Dial the international access code of "00" then 1.817.698.4199, select option 3.
- **Email or Chat from:** [www.sprint.com/international](http://www.sprint.com/international)

The Sprint Worldwide representative will need the following information to complete trouble resolutions:

- Your wireless phone number.
- The city and country you are traveling in.
- Contact number (hotel, number of another traveler in your party, etc.)
- Time available for troubleshooting
- Amount of time will you be in the destination where trouble is occurring
- Any error messages that display on your device or that you heard when trying to place a call.
- If the issue is with voice service were you able to access data?
- If the issue is with data, were you able to place voice calls?