



*Get started* \_

*All you need to know to get going with your  
BlackBerry® Bold™ 9650 smartphone.*

**BlackBerry Bold**

**Sprint** 

# Welcome! \_

*Sprint is committed to developing technologies that give you the ability to get what you want when you want it, faster than ever before. This guide introduces you to the basics of getting started with Sprint and your new BlackBerry® Bold™ 9650 smartphone.*

**Only on the Now Network®**



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# Your BlackBerry Bold 9650 \_



# Get Your Device Ready \_



## ▶ Insert the Battery

1. Press and hold the release button on the back of your device and slide off the battery cover.
2. Insert the battery so that the metal contacts on the battery align with the metal contacts on your BlackBerry device, and press down to secure the battery. (If the battery has sufficient charge, your device should turn on automatically.)
3. Slide the plastic notches on the battery cover into the slots at the top of the device and press down until the battery cover clicks into place.

## ▶ Charge the Battery

1. Connect the small end of the travel charger to the micro-USB port on the right 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.

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

# Activate Your Device \_



## ▶ **Activate Your Device**

- If you bought your device at a Sprint Store, it is probably activated and ready to use.
- If you received your device in the mail, and it is a new Sprint account or a new phone number, it is designed to activate automatically when you first turn it on. To confirm your activation, make a phone call.
- If you received your device in the mail and you are activating a new phone for an existing number on your account, go to [sprint.com/activate](http://sprint.com/activate) and follow the instructions.

When you have finished, make a phone call to confirm your activation. If your device is still not activated or you do not have access to the Internet, contact Sprint Customer Service at **1-888-211-4727** for assistance.

# Complete the Setup Wizard \_

## ▶ Complete the Setup Wizard

The setup wizard is designed to help you learn about navigation and typing, change options to personalize your BlackBerry device, set up wireless and Bluetooth® connections, and set up one or more supported email addresses.

- To complete the setup wizard, follow the onscreen instructions. Slide your finger on the trackpad to highlight options and click (press) the trackpad to continue.




If you choose not to complete the setup wizard right away, you can access it anytime through the Setup folder.

1. From the Home screen, press  (the **Menu** key), click **Setup** , and then click **Setup Wizard** .
2. Highlight a category and click the trackpad to continue.

# Make a Phone Call \_



## ▶ Make Your First Phone Call

1. From the Home screen or the phone screen, enter a phone number using the numbered keys on the left side of the keyboard. (If you make a mistake while dialing, press the **Backspace/Delete** key  to erase.)
2. Press  (the **Send** key) to place the call.
3. When you're finished, press  (the **End/Power** key).

## ▶ Answer a Phone Call


- To answer an incoming call press  (the **Send** key).

# Voicemail \_




## ▶ Set Up Your Voicemail

You should set up your voicemail and personal greeting as soon as your device is activated. Always use a passcode to protect against unauthorized access.

1. From the Home screen or the phone screen, press and hold .
2. Follow the system prompts to create your passcode and record your name and greeting.

## ▶ Retrieve Your Voicemail

From your BlackBerry device:

- From the Home screen or the phone screen, press and hold . If prompted, enter the passcode to access your voicemail.



From any other phone:

1. Dial your wireless phone number.
2. When your voicemail answers, press **\***.
3. Enter your passcode.



# Contacts \_



## ▶ Add a Contact

1. From the Home screen, click **Contacts** , press , and then click **New Contact**.
2. Type the contact information, click the trackpad, and then click **Save**.

## ▶ Retrieve a Phone Number

1. From the Home screen, click **Contacts** .
2. Slide your finger up or down the trackpad to scroll through entries, or use the keyboard to enter the first few letters of an entry.
3. To display an entry, highlight it and click it. To call an entry, highlight it and press . (If there is more than one number saved to the entry, you will see a pop-up message. Click the number you want to call.)



## ▶ Sending Email

The setup wizard takes you through the necessary steps to set up supported email accounts on your device. You can also click **Email Settings** (✉) in the **Setup** (🔧) folder to adjust your settings. See your *Basics Guide* and *User Guide* for details.

1. From the Home screen, click **Messages** (✉) and then press (⋮).
2. Click **Compose Email** and then enter an email address or a contact name.
3. Type the message, click the trackpad, and click **Send**.
  - To attach a picture, video, or other type of file, before clicking **Send**, click the trackpad, press (⋮) > **Attach File**, select a location, and click on a file to attach it. (You may be prompted to select a file size before continuing.)

## ▶ Sending Text Messages

1. From the Home screen, click **SMS And MMS** (📱) and then press (⋮) > **Compose SMS**.
2. Enter a wireless phone number or email address or begin entering a contact name and click the contact.
3. Type a message, press (⋮), and then click **Send**.

# Sprint Worldwide<sup>SM</sup> Wireless Service



## ▶ **Activating Sprint Worldwide Service**

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

For additional information on Sprint Worldwide services and availability, visit [sprint.com/sww](http://sprint.com/sww).

## ▶ **Activating Global Roaming Mode**

Your BlackBerry device is designed to enter global roaming mode automatically when you activate your Sprint Worldwide service. If you need to reset your global roaming options, use the **Manage Connections** menu.

1. From the Home screen, click **Manage Connections**  **>**  
**Mobile Network Options.**
2. Click the option next to **Network Technology** and then click **Global.**
3. Press  to return to the Home screen.









# Manage Your Account \_



## ▶ **Online: [www.sprint.com](http://www.sprint.com)**

- make a payment, see your bills, enroll in online billing
- check minute usage and account balance
- see or modify the details of your Sprint service plan
- get detailed instructions and download content

## ▶ **From Your Sprint Phone**

- press   to check minute usage and account balance
- press   to make a payment
- press   to access a summary of your Sprint service plan or get answers to other questions
- press   to add a new line of service, upgrade your phone, purchase accessories, or access other account services

## ▶ **From Any Other Phone**

- Sprint Customer Service: Dial **1-888-211-4727**
- Business Customer Service: Dial **1-800-927-2199**

# Helpful Sprint Information \_

## ▶ **Total Equipment Protection**

*The protection you need so you can be worry free*

Should anything happen to your phone, you'll have a worry-free way to ensure that you get connected again soon.

- **Coverage includes:**

Loss, theft, routine maintenance, physical or liquid damage, mechanical or electrical problems, failure from normal wear and tear.

- **For more information:**

See the Total Equipment Protection brochure available at any participating retail location or go to [sprint.com/tep](http://sprint.com/tep) for more details. To enroll within 30 days of activation, call **1-800-584-3666**.

Total Equipment Protection is a service provided by Asurion Protection Services, LLC, Continental Casualty Company's (a CNA company) licensed agent for the customers of Sprint.

## ▶ **Sprint 411**

Dial 411 for nationwide listings, movie show times, restaurant reservations, driving directions and more. Spanish-speaking operators are available. See [sprint.com](http://sprint.com) for pricing and more details.

# Resources \_



## ▶ For Your Phone

- This *Get Started* guide to get you up and running.
- **Features Guide** – Get the most from the services and features available on your new Sprint device.
- **Basics Guide** – Get an in-depth overview of your device's features and services.
- **BlackBerry User Tools CD** – Install software, view the comprehensive *User Guide* for the BlackBerry Bold 9650 smartphone, and more.
- **Web** – Go to [sprint.com/support](http://sprint.com/support) to download the latest version of the *User Guide*, and to access troubleshooting and other resources.

[sprint.com/begin](http://sprint.com/begin) \_

- ▶ Visit [sprint.com/begin](http://sprint.com/begin) to discover all you can do with your device and Sprint service. Explore all your options, find ways to personalize your experience, even vote for your favorite features.