



Sprint Worldwide Services Guide

HTC Touch Pro2

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Sprint Worldwide Wireless Service

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Your device allows you to roam throughout the world using both CDMA (Code Division Multiple Access) and GSM (Global System for Mobile Communications) networks. For a complete list of countries and features available, 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.

Your SIM Card

Your device comes with a preinstalled SIM (Subscriber Identity Module) card to support roaming on compatible GSM networks. The SIM card must be activated for international wireless service prior to its initial use (outside of the United States).

To activate *Sprint Worldwide service*:

- ▶ Visit www.sprint.com/international.
 - Click *Chat with us* to talk online with a Sprint representative
 - OR –
 - Click *Email us* to send an email to a Sprint representative
 - or –
- ▶ Call **1-888-226-7212, option 2**, to speak to a Sprint representative.

For more help with *Sprint Worldwide international setup*, tap **Start > All Programs**, scroll down the All Programs screen, and then tap **International Usage** to display a brief set of onscreen GSM setup instructions.

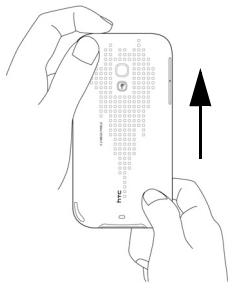
Note

Your SIM card should be preinstalled. If you need to reinstall your SIM card, see "Removing Your SIM Card" on page 3. The SIM card included with your device contains information specific to your device and should be retained with the device for use on GSM networks.

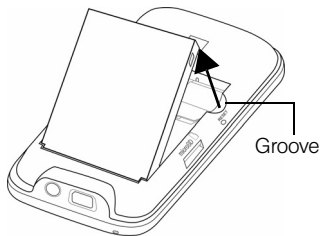
Removing Your SIM Card

The SIM card comes preinstalled but can be removed if necessary.

1. Remove the back cover.
 - Remove the stylus. (You need to temporarily remove the stylus to be able to remove the back cover.)
 - Hold the device with both hands and the front panel facing down.
 - Push the back cover up with your thumb until it disengages from the device and then slide it up to remove.

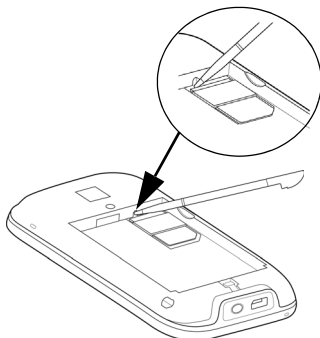


2. Remove the battery if it is installed. To remove, lift out the battery from the groove at the upper right side of the battery compartment.



3. To remove the SIM card, first insert the tip of the stylus into the small hole above the SIM card slot, and then push the SIM card out with the stylus. Slide the SIM card out from the slot with your thumb or finger.

4. Press the **Power** button to turn the device on.
 - Your device will turn on, search for Sprint service, and then enter standby mode.
 - If your device is not yet activated, see the “Activating Your Device” section of the HTC Touch Pro2 User Guide for more information.
 - By default, your device is set to Global mode. If there is no SIM card on your device, your device will display a message to inform you that it will switch to CDMA mode.



Removing the SIM Card

Note

Your device's battery should have enough charge to turn on, find a signal, set up your voicemail, and make a call. You should fully charge your battery as soon as possible. See the “Charging the Battery” section of the HTC Touch Pro2 User Guide for details.

Using Your Device in GSM Mode

Entering GSM Mode

By default, your device operates in Global mode. With a SIM card installed, Global mode allows your device to seamlessly switch from a CDMA network to a GSM network when you are traveling in another country and there is no CDMA service available in your location.

If necessary, you can also manually change the network mode setting of your device to GSM-only mode.

To change the network mode to GSM:

1. Tap **Start > Settings > Menu > Phone Network Mode**.
2. From the **Mode of operation** list, select **GSM only**.
3. Tap **ok**.

Note

While in the United States, your device will operate only in CDMA mode; domestic GSM networks will not be accessible via this device.

Making and Answering Calls in GSM Mode

When traveling on international GSM networks while in GSM mode, you can place and answer calls the same as in CDMA mode. Certain features and services are not available in all countries.

Visit www.sprint.com/sww for more information on services that are available while roaming.

Calling Emergency Numbers in GSM Mode

When traveling on international GSM networks while in GSM mode, you can place calls to emergency services (even if your account is restricted or Call Barring is active.)

To place calls to emergency services:

1. Press the **Talk** key to open the Phone screen.
2. Tap    .

Plus (+) Code Dialing and Global Smart Dialing


Placing calls from one country to another country is simple with the Plus Code Dialing. When you place international calls, Plus Code Dialing automatically fills in the international access code for your location (for example, 011 for international calls placed from the United States).


When the Global Smart Dialing feature is enabled, you can preconfigure the country to call. Plus Code Dialing also becomes automatic when you use Global Smart Dialing. You simply enter the 10-digit number when placing your international call. Both the “+” symbol and country code will automatically be prepended to the number.

Configuring Global Smart Dialing in GSM Mode

1. Press the **Talk** key to open the Phone screen.
2. Tap **Menu**, scroll down the menu, and then tap **Global Smart Dialing**.
3. Select the **Enable Global Smart Dialing** check box.
4. Select the country to which you are calling from the **Dial to** list. The corresponding country code will appear in the **Country Code** box. (You cannot change the country code.)
5. Tap **Done**.

Using Plus Code Dialing with Global Smart Dialing in GSM Mode


1. On the Phone screen, directly enter the 10-digit number to call. This number includes the area code (without the leading zero, if any) and phone number.
2. Tap  on the Phone screen or press the **Talk** key to place the call.
(The Phone screen will then display the complete number, including the “+” symbol followed by the country code and the 10-digit number. The “+” symbol automatically inserts the access code for international dialing.)

Note When Global Smart Dialing is not enabled, you need to manually enter the “+” symbol and the country code of the person you are calling. Tap and hold  to enter the “+” symbol, and then enter the country code, followed by the city or area code and the phone number.

Direct Dial in GSM Mode

Note When the number you want to call (area code and phone number) contains fewer than 10 digits, you need to use direct dialing to place international calls.

To use direct dialing to place an international call:


- ▶ Enter the international access code, the country code, the city or area code, and the phone number, and then tap  to complete the call.

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



The steps for making an international call within the same country are identical to those for calling country-to-country, except it is not necessary to enter the country code.

Calling the United States from Another Country in GSM Mode

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

1. Follow the same steps in “Configuring Global Smart Dialing in GSM Mode” on page 6 to enable Global Smart Dialing, making sure to select the United States in step 4 of that sequence.
2. On the Phone screen, enter the area code without the leading zero, followed by the number of the person you are calling. (The area code and phone number should total 10 digits.)
3. Tap  on the Phone screen or press the **Talk** key to place the call.
(The “+” symbol and U.S. country code are automatically prepended to the dialed number. Also, the “+” symbol automatically inserts the exit code for the country from which you are calling.)

Note

When Global Smart Dialing is not enabled, you need to manually enter the “+” symbol and the U.S. country code to place the call. Tap and hold  to enter the “+” symbol, tap  to insert the U.S. country code, and then enter the city or area code followed by the phone number.

Calling Other Countries in GSM Mode

To place a call from one country to another country:

1. Follow the same steps in “Configuring Global Smart Dialing in GSM Mode” on page 6.
2. On the Phone screen, enter the complete local number according to the dialing sequence used by the country to which you are calling. For instance, the standard dialing sequence used in many countries comprises the area code without the leading zero, followed by the phone number. (The complete local number should total 10 digits.)

3. Tap **Talk** on the Phone screen or press the **Talk** key to place the call.

(The “+” symbol and country code are automatically prepended to the dialed number. Also, the “+” symbol automatically inserts the exit code for the country from which you are calling.)

Note When Global Smart Dialing is not enabled, you need to manually enter the “+” symbol and the country code of the person you are calling. Tap and hold **0+** to enter the “+” symbol, and then enter the country code, followed by the city or area code and the phone number.

Retrieving Voicemail Messages

Your device uses the same Voicemail box for both Sprint CDMA and GSM modes.

To retrieve voicemail messages:

1. Enter the international access code (or if in GSM mode, tap and hold **0+** until a “+” symbol appears on the Phone screen).
2. Enter **1** followed by your 10-digit phone number.
3. When you hear the voice greeting, tap ***** and enter your password, followed by **#**.

International Data Roaming

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

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

Getting Started with Data Services

Before you can use Sprint Worldwide Data Services, you must first have these services activated on your account.

- ▶ To activate, visit www.sprint.com/international.
 - Click **Chat with us** to talk online with an International Services representative.
 - OR –
 - Click **Email us** to send an email to an International Services representative.
 - or –
- ▶ Call **1-888-226-7212, option 2**, to speak with an International Services representative.

Once your services are activated, you may need to select a GSM data services provider for the country you're in. (See "Selecting a Network" on page 20.)

Accessing Your Email and Data Services on CDMA Networks

Since your device is set to Global mode by default, it automatically detects CDMA networks. If a data service is available on a CDMA network, you do not need to manually set your device to CDMA mode. You also do not need to select the specific carrier. Selecting a specific carrier is necessary only for providers on the GSM network.

If you changed the network mode setting of your device to GSM-only mode while you are traveling, you need to set it back to Global mode or CDMA-only mode to access CDMA data services.

To change the network mode from GSM to Global or CDMA-only mode:

1. Tap **Start > Settings > Menu > Phone Network Mode**.
2. From the **Mode of operation** drop-down list, select **Global** or **CDMA only**.
3. Tap **ok**.

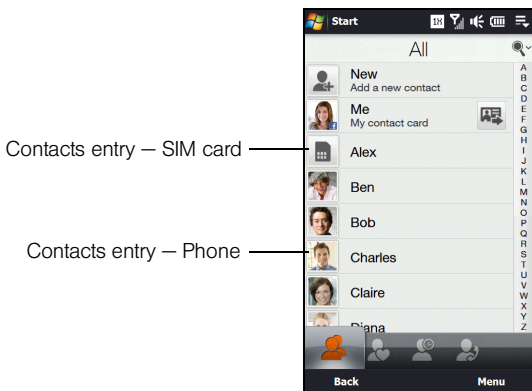
Visit www.sprint.com/international for a list of services available for each country.

Using Your SIM Card's PhoneBook

Your SIM card contains its own phone book that is separate from your device's internal Contacts list. You can update and maintain the SIM PhoneBook whenever your SIM card is installed on your device, even if you are not in a GSM service area.

When saving a Contacts entry to your SIM card, note that only the name and number are saved. Entries stored on the card do not contain any detailed information that may be stored in the device's internal memory. To store additional information for a particular contact, such as email addresses or dates, it is important to save that information to your device's onboard memory.

When a SIM card is active, the All Contacts screen that can be accessed from the TouchFLO 3D People tab will then display two types of entries:



Each Contacts entry stored on the SIM card can use only one phone number, and the entry's name can be a maximum of 12 characters.

Adding Entries to the SIM PhoneBook

There are two ways to add new entries to your SIM card's phonebook. You can add contact entries using the *Windows Mobile Contacts* program or the *SIM Manager*.

Adding Entries Using Windows Mobile Contacts

1. Tap *Start > All Programs > Contacts*.
2. On the Contacts screen, tap *New*, and then tap *SIM Contact*.
3. Enter a name and phone number for the new entry.
4. Tap *ok*.

Adding Entries Using SIM Manager

1. Tap *Start > All Programs > SIM Manager* and then tap *New*.
2. Enter a name and phone number for the new entry.
3. Tap *Save*.

Copying Contacts Entries to the SIM PhoneBook

You can also copy entries from your device's Contacts to your SIM PhoneBook using either *Windows Mobile Contacts* or the *SIM Manager*.

Copying Entries Using Windows Mobile Contacts

1. Tap *Start > All Programs > Contacts*.
2. Tap *Menu*, scroll down the menu, and then tap *Select Contacts*. Do one of the following:
 - Tap *All* to select all contacts.
 - or –
 - Tap *Several*, and then in the contacts list, select only those contacts that you want to copy to the SIM Phonebook.

3. Tap **Menu** > **Copy Contact** and then select a copy option:
 - **To SIM** to copy the selected contacts from your device to your SIM card. Note that only the name and number will be saved to the card.
 - **To Contacts** to copy the selected contacts from your SIM Card to your device's onboard memory.

Copying Entries Using SIM Manager

To copy contacts to the SIM card:

When you copy a contact that has several phone numbers to your SIM card, SIM Manager automatically saves each number as a separate entry on the SIM card. Each entry shows the same contact name but with an indicator appended at the end of the name. By default, /M, /W, and /H are appended to indicate mobile, work, and home phone numbers respectively.

Tip

*To edit the default indicators and to select which other types of numbers to save to the SIM card, tap **Menu** > **Tools** > **Options** and change the indicators.*

1. Tap **Start** > **All Programs** > **SIM Manager**.
2. Tap **Menu** > **Contacts to SIM**.
3. The check boxes of all available phone numbers stored on your device are selected. Clear the check boxes of those phone numbers that you do not want to copy to your SIM card.
4. Tap **Save**.

To copy SIM contacts to your device:

If you have saved contacts on your SIM card, you can copy them to the contacts list on your device.

1. Tap **Start > All Programs > SIM Manager**.
2. On the SIM Manager screen, you can:
 - Select all SIM contacts by tapping **Menu > Select All**.
 - or –
 - Open the sliding QWERTY keyboard or an onscreen keyboard, and use the Up or Down key of the keyboard to highlight and select a SIM contact.
3. Tap **Menu > Save to Contacts**.

Deleting SIM PhoneBook Entries

Use the **SIM Manager** to delete some or all SIM PhoneBook entries.

To delete some entries from the SIM Phonebook:

1. Tap **Start > All Programs > SIM Manager**.
2. Tap **Menu > Delete Contacts**.
3. Select the check boxes of the entries that you want to delete from the SIM Phonebook.
4. Tap **Delete**.

To delete all SIM Phonebook entries:

1. Tap **Start > All Programs > SIM Manager**.
2. Tap **Menu > Select All**.
3. Tap **Menu > Delete**.

Copying Text Messages to the SIM Card

When your SIM card is installed on your device, you can save text messages to your SIM card.

1. From the Home screen, slide to the **Messages** tab and then tap **All Messages**.
2. In the SMS / MMS inbox, tap a message thread.
3. The exchange of text messages between you and the sender is then displayed. Open the sliding QWERTY keyboard or an onscreen keyboard, and use the Up or Down key of the keyboard to highlight the text message that you want to copy to the SIM card.
4. Tap **Menu > Copy to SIM**.

Notes

- You cannot copy a sent text message from the thread to the SIM card.
- Copying text messages from your device to the SIM card results in duplicate messages when you are viewing the Inbox.

Setting GSM Services Options

There are several user options available for GSM operation under your device's Phone settings. All these options require that your device be in Global or GSM-only mode and in a GSM roaming coverage area. (See www.sprint.com/swww for a list of countries where international GSM coverage is available, and see "Entering GSM Mode" on page 5.)

To configure GSM services options:

1. Tap **Start > Settings > All Settings**.
2. Tap the **Personal** tab, and then tap **Phone > GSM/UMTS Services** tab.
3. Tap the service you want to configure and then tap **Get Settings**.
4. Choose your desired options, and then tap **ok**.

The following are some of the GSM services that you can configure.

GSM Services	Usage
Call Barring	Allows you to block certain types of incoming and outgoing calls on your device. This would be useful, for example if you allowed someone to use your device for a short period of time. (See “Using Call Barring (GSM)” on page 17 for details.)
Caller ID	Allows you to set caller ID options. (See “Caller ID” on page 19 for details.)
Call Waiting	Allows you to enable or disable call waiting. (See “Call Waiting” on page 19 for details.)
Call Forwarding	Allows you to divert incoming calls to another specified phone number.
Voice Mail and Text Messages	Shows the text messages service center phone number and your voicemail number for accessing voicemail messages when you are roaming on GSM networks. (See “Voicemail and Text Messages” on page 20 for details.)
Location Setting	Allows the GSM network to detect your current location via your device’s built-in GPS chip. This is especially useful in emergencies.
TTY Mode	Allows the use of a TTY (teletypewriter) with the device for users who are visually or hearing impaired. The available modes are the same as in CDMA.
Time Synchronization	Allows you to choose whether to synchronize the time on your device with the GSM network.

Using Call Barring (GSM)

To activate Call Barring (GSM):

1. Tap **Start** > **Settings** > **All Settings**.
2. Tap the **Personal** tab and then tap **Phone** > **GSM/UMTS Services** tab.
3. Tap **Call Barring** and then tap **Get Settings**.
4. Under **Block incoming calls** and **Block outgoing calls**, choose when you want to block phone calls.
5. Tap **ok**.

Contacting Sprint

Sprint Worldwide Customer Service is available to answer your questions 24 hours a day, 7 days a week. Visit www.sprint.com/international and click **Chat with us** to talk online with an International Services representative; or click **Email us** to send an email to an International Services representative; or you can 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:

- ▶ Call **+1-817-698-4199, option 2**.

There is no charge for this call from your Sprint wireless device.

From a landline phone when outside the United States:

Sprint Worldwide Customer Service 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 Service in the following countries.

<i>Country</i>	<i>From Landline Phone</i>
Anguilla	1-888-226-7212
Barbados	1-888-226-7212
Cayman Islands	1-888-226-7212
Dominican Republic	1-888-226-7212
France	0800-903200
Germany	0800-180-0951
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 through ordinary landline phones and some public payphones. Additional fees may be incurred if you call this service from hotels.

Services

Caller ID

Caller ID displays the number (and name, if in your PhoneBook) of incoming calls. Caller ID in GSM mode must be enabled by the user.

To enable or disable caller ID:

1. Tap **Start > Settings > All Settings**.
2. Tap the **Personal** tab and then tap **Phone > GSM/UMTS Services** tab.
3. Tap **Caller ID** and then tap **Get Settings**.
4. Select **Everyone**, **No one**, or **Only to contacts** and tap **ok**.

Call Waiting

Call Waiting notifies you of an incoming call even while you're in a call. You can then accept, reject, or ignore the incoming call. Unlike Call Waiting in CDMA mode, Call Waiting in GSM mode must first be activated.

To use Call Waiting Internationally:

1. Tap **Start > Settings > All Settings**.
2. Tap the **Personal** tab and then tap **Phone > GSM/UMTS Services** tab.
3. Tap **Call Waiting** and then tap **Get Settings**.
4. Select the **Notify me** option and tap **ok**.

Voicemail and Text Messages

To activate voicemail settings:

1. Tap **Start > Settings > All Settings**.
2. Tap the **Personal** tab and then tap **Phone > GSM/UMTS Services** tab.
3. Tap **Voice Mail and Text Messages** and then tap **Get Settings**.
4. The text messages service center number and your voicemail number are then displayed. To change the voicemail number, open the sliding QWERTY keyboard or an onscreen keyboard, and then use the keyboard to enter a new number.
5. Tap **ok**.

Note

The voicemail number is automatically set up when you receive your device. You will probably not need to change it unless otherwise instructed by your carrier.

Selecting a Network

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 device.

To select a GSM data service for a specific country:

1. Tap **Start > Settings > Menu > Phone Network Mode**.
 - On the **Network** tab of the Phone settings screen, the Current Network field displays a description of the currently active network.
2. From the **GSM Network selection** field, select **Automatic** or **Manual**.
3. Tap **Find Network**.

- If you selected **Automatic** in step 2, the system will provide the best available network in your area and then assign it to your device.
- If you selected **Manual** in step 2, you will need to choose from the onscreen list of available networks and then manually make the assignment.
- Tap to highlight an available network and then tap **OK**. The settings are then sent to the network.

4. Tap **ok** to complete the process and save the new settings.

Note

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

Viewing Your Preferred Networks

1. Tap **Start > Settings > Menu > Phone Network Mode**.
 - On the **Network** tab of the Phone settings screen, the Current Network field displays a description of the currently active network.
2. From the **GSM Network selection** field, select **Manual**.
3. Tap **Set Networks**.

To add a new preferred network:

1. Repeat steps 1 - 3 from “Viewing Your Preferred Networks” to access the Phone: Preferred networks screen.
2. Tap **New Network**.
3. Select **Add a network from the list**, browse through the available list, and then tap a network.
4. Tap **ok**. (This newly added network then appears on the Phone: Preferred networks screen.)

