

3E. Sprint Worldwide Wireless Service

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Your device allows you to roam throughout the world using CDMA, GSM, and UMTS 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 pre-installed SIM (Subscriber Identity Module) card to support roaming on compatible GSM and UMTS networks. The SIM card must be installed and then enabled for international wireless service prior to its initial use (outside of the United States).

Enabling Sprint Worldwide Services

- ▶ 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.

Installing Your SIM Card

Note Your SIM card should be preinstalled. If you need to reinstall your SIM card, follow the instructions below.

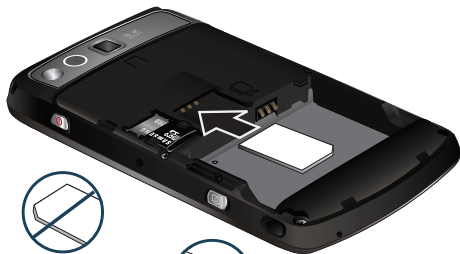
1. Remove the battery cover.
 - Press down on the battery cover and slide the cover away from the camera lens.
2. Remove the battery.
 - Grasp the bottom left and right sides of the battery and lift it out of the compartment.

WARNING Do not handle a damaged or leaking Li-Ion battery as you can be burned.

3. With the gold contacts facing downward, and the cut corner at the bottom right, carefully insert the SIM card into the opening and firmly push it in.

WARNING


Do not forcibly insert the card too far into the slot as this can damage the device's connector and avoid proper contact.




Incorrect



Correct

4. Reinstall the battery and replace the battery cover.
5. Press  to turn the device on.
 - Your device will turn on, search for Sprint service, and then show the Today screen.

- If your device is not yet activated, or if it is locked, see “Activating Your Device” on page 6.
- If your device does not detect a SIM card while in GSM mode, it will display  in the upper-right corner of the Today screen.


Note All **GSM**, **Global**, and **SIM** menus and options noted in this guide are available only when a valid SIM card is properly installed in the device.

Using Your Device While Traveling

Your device is designed to enter global roaming mode automatically when you enable your Sprint Worldwide service, meaning that it should automatically connect to an appropriate CDMA, GSM, or UMTS network when you travel. Upon arriving in a country with CDMA voice and GSM voice and data coverage, you must change the device to **GSM only** mode to be able to access data services. You will need to change your device back to **Global** mode when returning home or to a CDMA destination.

GSM Mode Setup


To select GSM only mode:

1. Press  > **Settings** > **Personal** > **Phone**.
2. From the **Network** tab, touch the **Mode of operation** field and select **GSM only**. Options include:
 - **CDMA only** configures the device to communicate only with CDMA networks.
 - **GSM only** configures the device to communicate only with GSM networks.
 - **Global** configures the device to communicate with CDMA, GSM, or UMTS networks when detected.
3. Complete the following GSM network selection procedures.

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

Selecting a GSM Network


When using the device in GSM/UMTS mode, it will automatically search for compatible networks; however, you may need to manually select a different carrier to access data services.

1. Press  > *Settings* > *Personal* > *Phone*.
2. From the *Network* tab, touch the *GSM Network selection* field.
3. Select *Automatic* or *Manual*.
 - If you selected *Automatic*, the system will provide the best available network in your area and then assign it to your device.
 - If you selected *Manual*, the device will search for any compatible and available network. You will need to choose from the list of available networks and then manually make the assignment.
4. When set to *Manual*, touch an available network entry and touch **OK**. This registers your device on the selected GSM network.

Note

If you will be traveling between networks, you should choose *Global* as your preferred setting.

Viewing Your Preferred Networks

1. Press  > *Settings* > *Personal* > *Phone* > *Network*.
2. From the *GSM Network selection* field, select *Manual*.
 - The Current Network field displays a description of the currently active network.
3. Touch **Select**.

To add a new preferred network:

1. Repeat steps 1 - 3 from “Viewing Your Preferred Networks” to access the Preferred Networks screen.
2. Touch **Set Networks**.
3. Touch **New Network...** and enter a numeric code or select a network from the list and touch **OK**. (This newly added network then appears on the Preferred Networks screen.)

Making and Answering Calls While Traveling

When traveling on international networks, placing and receiving calls is similar to placing and answering calls from home. See “Making and Answering Calls” on page 26. Certain features and services are not available in all countries.

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 in GSM mode, you can place calls to emergency services by dialing 112. Please note that dialing 112 works in many but not all countries. Please contact local sources for emergency numbers in your destination(s).

▶ Press    .

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 automatically enter the international access code for your location (for example, 011 for international calls placed from the United States).

To use Plus Code Dialing to place an international call:

1. Press and hold  until a “+” is displayed on the device’s display 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 Dialing



To place an international call by dialing direct:

1. Dial the international access code, the country code, the city or area code, and the phone number.
2. Press  to send the call.

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



The steps for placing 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

1. Press and hold  to display the “+” symbol. The “+” symbol automatically inserts the exit 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.



Calling Other Countries

1. Press and hold  to display the “+” symbol. The “+” symbol automatically inserts the exit code for the country from which you are calling.
2. Enter the country code of the number you are calling.
3. Enter the area code without the leading zero, followed by the number of the person you are calling and press .

Retrieving Voicemail Messages

While traveling, you will need your voicemail passcode to check messages.

1. Dial the international access code (or if in GSM mode, press and hold  until a “+” symbol appears on your device display).
2. Enter  followed by your 10-digit phone number.

3. When you hear the voice greeting, press  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 around the world. 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 use 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.

- ▶ 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.

Accessing Data Services While Traveling

When traveling in a country with CDMA voice and GSM voice and data coverage, you will need to change the device to **GSM only** mode to be able to access data services. When in **GSM only** mode, you may need to manually select a different carrier if the device accesses a carrier that does not offer data service. See “Using Your Device While Traveling” on page 189.

Selecting a specific carrier is necessary only for providers on the GSM network. If you set your device to GSM mode while traveling, you will need to set the device back to **Global** mode when you return home or to a country where CDMA service is available. Visit www.sprint.com/sww for a list of services available for each country.



Using Your SIM Card's PhoneBook

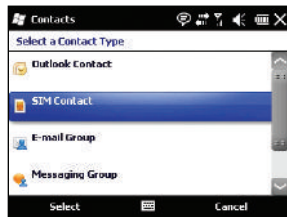
Your SIM card contains its own phone book that is separate from your device's internal Contacts list. You can update and maintain the SIM PhoneBook whenever your device has a SIM card installed, even if you are not in a GSM service area.

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.

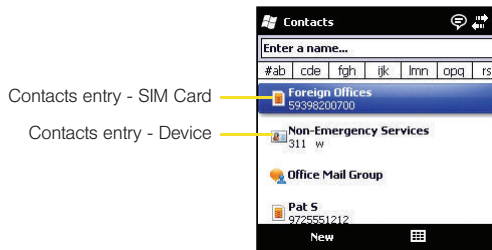
Each Contacts entry stored on the SIM card can use only one phone number, and the entry's name can be a maximum of 255 characters.

Adding Entries to the SIM PhoneBook

1. Press  >
Contacts >
New (left softkey)
>*SIM Contact*.
2. Enter a name for the new entry and press the navigation key down. See "Entering Text" on page 35.
3. Enter the phone number(s) for the entry.
4. Press  to store the new Contacts entry.



When a SIM card is active, the Contacts list will display two types of entries:



Copying Contacts Entries to the SIM PhoneBook

Once your SIM card is installed, you can copy entries from your device's Contacts to your SIM PhoneBook.


To copy a Contacts entry to your SIM PhoneBook:

1. Press  > **Contacts**.
2. Highlight an entry.

3. Press **Menu** (right softkey) > **Copy Contact** > **To SIM**.
 - **To SIM** to copy all your 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 all your contacts from your SIM Card to your device's onboard memory.

Note The SIM PhoneBook provides two default fields (Name and Phone Number). This information is stored on your SIM card to provide information mobility. When an entry is moved or copied to Contacts, all input fields are then available for entry.

To delete a single Contacts entry from your SIM PhoneBook:

1. Press  > **Contacts**.
2. Highlight an entry.
3. Press **Menu** (right softkey) > **Delete**.
4. Touch **Yes** to confirm the deletion.


Setting GSM Services Options

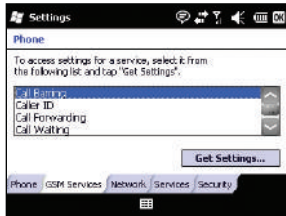
There are several user options available for GSM operation under your device's Settings menu, including Call Diverting, Call Barring, Call Waiting, and GSM Network Selection. All these options require that your device be in GSM mode and in a GSM roaming coverage area. (See www.sprint.com/sww for a list of countries where international GSM coverage is available, and see "Using Your Device While Traveling" on page 189.)

Using Call Barring (GSM)

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.

To activate Call Barring (GSM):

1. Press  > **Settings** > **Personal** > **Phone**.
2. Touch the **GSM Services** tab.
3. Scroll down the list, touch **Call Barring** and tap the onscreen **Get Settings...** button.



4. Follow the onscreen instructions.

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. Press  > **Settings** > **Personal** > **Phone**.
2. Touch the **GSM Services** tab.

3. Scroll down the list, touch **Caller ID** and tap the onscreen **Get Settings...** button.
4. Follow the onscreen instructions.

Call Forwarding

Call Forwarding allows you to automatically forward all incoming calls to another number.

To use Call Forwarding internationally:

1. Press  > **Settings** > **Personal** > **Phone**.
2. Touch the **GSM Services** tab.
3. Scroll down the list, touch **Call Forwarding** and tap the onscreen **Get Settings...** button.
4. Follow the onscreen instructions.

Call Waiting

Call Waiting in GSM mode must first be activated prior to its use.




To use Call Waiting internationally:

1. Press  > **Settings** > **Personal** > **Phone**.
2. Touch the **GSM Services** tab.

3. Scroll down the list, touch **Call Waiting** and tap the onscreen **Get Settings...** button.
4. Follow the onscreen instructions.

Voicemail and Text Messages

To activate voicemail settings:

1. Press  > **Settings** > **Personal** > **Phone**.
2. Touch the **GSM Services** tab.
3. Scroll down the list, touch **Voice Mail and Text Messages** and tap the onscreen **Get Settings...** button.
4. Select the **Voicemail number** field. The number to call your voicemail is then displayed.
5. If instructed by a Sprint representative to change the number, press and hold  to delete the current number and then enter a new number and press  or touch **OK**.

Note *The voicemail access number is automatically set up when you receive your device. You will probably not need to change it unless otherwise instructed by a Sprint representative.*

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;

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.

Country	From Landline Phone
Canada	1-888-226-7212
Caribbean (most islands)	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