Sprint PCS®
The clear alternative to cellular®
Welcome to Sprint PCS

Sprint PCS built the only all-digital, all-PCS nationwide network from the ground up for clearer calls, serving more than 300 major metropolitan areas. We built our network to give you what we believe you really want from a wireless phone: clear sound, private conversations and time-saving features.

And Sprint Personal Communications Services® can do something even more far-reaching – simplify your life. Our advanced technology is designed to grow with your communications needs so that one day, you’ll be able to rely entirely on your Sprint PCS Phone™ to stay connected.

This guide will introduce you to our technology and your new Sprint PCS Phone through simple, easy-to-follow instructions. Since you’re probably anxious to start using your phone, we encourage you to immediately flip to Section One -- Getting Started With Sprint PCS Service. This section explains how to set up your voicemail. It also contains information on how to contact Sprint PCS should you have questions about service, want to purchase additional products or services, or just check your account balance.

Thank you for choosing Sprint PCS.
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Getting Started With Sprint PCS Service

In this Section

► Setting Up Your Voicemail
► Getting Help
► Understanding This User Guide

This section walks you through the step-by-step basics of setting up service for your Sprint PCS Phone™, including activating or unlocking your phone, selecting your Sprint PCS Service Plan, receiving your new Sprint PCS Phone Number and setting up your voicemail.

Once you have completed this section, you’re ready to explore the advanced features of your new phone.
Tip:
If you can’t recall your lock code, try using the last four digits of either your Social Security number, your new Sprint PCS Phone Number or try 0000. If none of these work, call Sprint PCS Customer Care at 1-888-211-4PCS (4727).

Note:
The voicemail setup process may vary in certain affiliate areas.

**Getting Started With Sprint PCS Service**

**Determine if your Phone is Already Activated**
If you received your phone in the mail or purchased it at a Sprint PCS Center, it probably has been activated. All you need to do is unlock your phone. If not activated, refer to the steps provided in your activation brochure.

**Unlocking your Phone**
Follow these steps to unlock your phone:
1. Press to turn the phone on.
2. Press .
3. Enter your four-digit lock code. (For security purposes, this code is not visible as you type.)

**Setting Up Your Voicemail**
All unanswered calls to your Sprint PCS Phone are automatically transferred to voicemail, even if your phone is off or in use. To avoid missing any important messages, you should set up your Sprint PCS voicemail box and personal greeting as soon as your Sprint PCS Phone is activated.

To set up Voicemail:
1. Press and hold  or  .
2. Follow the system prompts to create your passcode, record your greeting, record your name announcement and choose whether to activate One-Touch Message Access (a feature that lets you press one key to access messages and bypasses the need for you to enter your passcode).
Getting Help

Visiting Our Web Site
Stop by www.sprintpcs.com to get up-to-date information on Sprint PCS. You can also:
- Review coverage maps
- Learn how to use voicemail
- Access your customer account
- Purchase accessories
- Add additional options to your service plan
- Check out frequently asked questions

Sprint PCS Customer Care
Sprint PCS Customer Advocates are available to assist you 24 hours a day, seven days a week. Simply dial 1-888-211-4PCS (4727) from any phone or press *2 from your activated Sprint PCS Phone while on the Sprint PCS Nationwide Network.

Once you dial Sprint PCS Customer Care, you can access a number of helpful account services through our automated Customer Care line. By following the voice prompts, you’ll be able to learn more about Sprint PCS Products and Services, get Sprint PCS coverage by zip code, or request a copy of your invoice.

Tip:
If you need to reach Sprint PCS Customer Care while you are off the Sprint PCS Network, dial 1-888-211-4PCS (4727).

Tip:
If you have a question regarding the operation of your Sprint PCS Phone, dial 1-888-211-4PCS (4727) from another phone so you can use your Sprint PCS Phone while speaking with Customer Care.
Receiving Automated Billing Information

For your convenience, your phone gives you free access to billing information on your Sprint PCS account. This information includes balance due, payment received, billing cycle and the amount of minutes used since your last billing cycle. Follow these steps to access this information:

1. Press \* 4 TALK .
2. Follow the voice prompts to receive the information you want.

Sprint PCS Directory Assistance

Sprint PCS Directory Assistance provides a variety of services, including: residential, business and government listings; assistance with local or long-distance calls; movie listings; hotel, restaurant and shopping information and major local event information. There is a per call charge, and you’ll be billed for airtime.

► Press \* 19 TALK .

Sprint PCS Operator Services

Sprint PCS Operator Services can provide assistance in placing collect calls, calls billed to a local telephone calling card or a third party.

► Press \* 2 TALK .
Understanding This User Guide

This user guide introduces you to our technology and all the advantages of your new Sprint PCS Phone – through easy-to-follow instructions.

- Sections break down categories of information to progressively take you all the way from learning the basics to using the most advanced phone features.
- Tips highlight special shortcuts and timely reminders to help you make the most of your new phone.
- The Index helps you find specific information quickly.

We know that your time is valuable and that’s why we’ve designed this guide to be used in a building block format or in stand-alone sections. You’ll get the most out of your phone if you read each section. However, if you’d like to get right to a specific feature, you’ll be able to locate the specific section using the colored tabs. Follow the instructions in that section and you’ll be ready to use your phone in no time.
Getting to Know Your Sprint PCS Phone™

In this Section

- Your Phone’s Highlights and Features
- Front View of Phone
- Viewing the Display Screen
- Turning Your Phone ON and OFF
- Using the Battery

Your Sprint PCS Phone is packed with features that simplify your life and expand your ability to stay connected to the people and information that are important to you. We know that you’re anxious to start using it, so this section will give you a quick introduction to your new phone. The easy-to-follow instructions will guide you through the basics of the most common features of your phone and you’ll be on your way to using it in no time.

Don’t forget the other chapters in this guide. They’re filled with information about the capabilities and benefits of your new Sprint PCS Phone. They include detailed step-by-step instructions that familiarize you with all the features and explain how to customize your phone to meet your specific needs.
Highlights

Congratulations on the purchase of your Sprint PCS Phone™ (Model SPH-N200). This phone is lightweight, easy-to-use, reliable, and offers many significant features:

► Dual-band capability provides access to other PCS CDMA and analog cellular networks where Sprint PCS has implemented roaming agreements. For further information see “Understanding How Roaming Works” on page 28.

► Sprint PCS Wireless WebSM Browser provides access to the wireless Internet in digital mode. For further information see “The Sprint PCS Wireless Web Browser” on page 97.

► Sprint PCS Wireless Web MailSM, AOL Instant MessengerSM Service and Sprint PCS Wireless Web Short MailSM provide quick and convenient text messaging capabilities. For further information see “Sprint PCS Wireless Web Mail” on page 104.

► Sprint PCS Wireless WebSM Connection offers wireless modem capabilities for your personal computer in digital mode. For further information see “Signing up for Sprint PCS Wireless Web Updates” on page 107.

► Sprint PCS Voice CommandSM lets you dial phone numbers by speaking someone’s name or the digits in their phone number. For further information see “Using Voice Dialing” on page 92.

► User friendly, menu driven access to features and options.

► The phone’s “flip” cover can be set to answer an incoming call when opened, and to cancel a call upon closing.

► The backlit display screen makes it effortless to read the display in low light environments and at night.

► An Internal Phone Book with 238 memory registers. (Each name entry can have up to six numbers).

► Speed Dialing, there are four methods of calling numbers previously stored in the Internal Phone Book.
- A Calendar function allows the scheduling of events, the ability to create “To Do Lists”, set timers and alarms.
- Voice activated dialing with 10 locations.
- T9 predictive text entry for simplicity in entering names and events into both the Internal Phone Book and Calendar.
- Vibrate mode announces incoming calls and messages without disturbing people around you.
- A choice of melodies can be used instead of ringer types.

Closed View of Phone
Section 2
20 Getting to Know Your Sprint PCS Phone

Front View of Phone
Command Keys

**MENU** Displays the first page of the Main Menu of options on your phone. Press again to display further pages and options.

**OK** When navigating a menu, press to select the highlighted item. Surrounding the OK button are arrows pointing up/down left/right. These will be referred to in the user guide as “toggles”. You will be asked to toggle in the required direction.

**Volume Keys** (On the side of your phone). Adjust the ringer volume in standby mode. Adjust the voice volume during a call. In a menu, scroll up or down to navigate through the menu options.

**TALK** Places, or answers a call. In standby mode, press the key once to enter the Outgoing call log. If you press and hold the key down you will initiate Voice Dial.

**CLR (CLEAR)** Deletes characters from the display. When in a menu, press to return to the previous menu.

**END** Ends a call. Press and hold this key to turn your phone on or off. In the menu facility, it returns the phone to standby mode and cancels your input.

**Numeric Keys** Use these keys to enter numbers, letters, and characters.

- **Pound** Enters the [#] character for calling features. In text entry mode, press to enter a space.

- **Asterisk** Enters the [*] character for calling features. In text entry mode, press to change the appearance of input.

**Headset Jack** (on the top of the phone.) Allows you to plug in a headset for safe, convenient hands-free conversations.
Section 2

Getting to Know Your Sprint PCS Phone

Viewing the Display Screen

This list identifies the symbols that show on your display screen.

- **displays current signal strength.** The more lines displayed, the stronger the signal.
- **indicates the phone cannot find a signal.
- **indicates a call is in progress.
- **indicates that you are “roaming” off the Sprint PCS Digital Network. If you are:
  - in your home service area, this icon will rarely display.
  - in a preferred analog or digital roaming area (where Sprint PCS has a roaming agreement in place), this indicator will remain on, but will not flash.
  - in an analog or digital coverage area that is not covered by a Sprint PCS roaming agreement, this indicator will flash once every second.
- **indicates you have message(s) waiting. The message(s) can be a voicemail notification (VMN), page, text, Sprint PCS Web Alert, or Sprint PCS Wireless Web message(s).
- **indicates your phone is in vibrate mode.
- **indicates your current battery charge strength. (The displayed icon indicates a fully charged battery.)

Turning Your Phone ON and OFF

**Turning Your Phone ON**

To turn your phone on, press **for approximately two seconds.

Once your phone is ON, it displays “Searching” indicating that your phone is searching for a signal. When your phone finds a signal, it automatically enters standby mode — the phone's idle state. At this point, you are ready to begin making and receiving calls.

Tip:
Display indicators let you know when you’re off the Sprint PCS Nationwide Network and whether you’re operating in digital or analog cellular mode.
If your phone is unable to find a signal after 15 minutes of searching, a Power Save feature is automatically activated. When a signal is found, your phone automatically returns to standby mode.

In power save mode, your phone searches for a signal periodically without your intervention. You can also initiate a search for Sprint PCS Service by pressing any key (when your phone is turned ON).

**Turning Your Phone OFF**
Press for two seconds until you see “Powering off” on the display screen.

Your screen remains blank when your phone is off.

**Using Key Guard**
The Key Guard feature helps avoid accidental key presses without blocking incoming calls or messages. Key Guard is disabled when you receive an incoming call and is automatically reactivated when the call is completed.

1. Press for Main Menu.
2. Press for Key Guard.
3. To disable Key Guard, press and hold for at least two seconds.

**Using the Battery**

**Battery Capacity**
Your Sprint PCS Phone is equipped with a Lithium Ion (LiIon) battery. It allows you to recharge your battery before it is fully drained. The battery provides over 3.5 hours of continuous digital talk time (over 1 hour in analog) or over 100 hours of continuous digital standby time (15 hours in analog).
The Empty Battery Icon

Approximately five minutes before the battery charge level gets too low to operate the phone, the battery sensor will let you know by blinking an empty battery icon (■), sounding an audible alert and displaying a warning message. If you continue to operate the phone without charging, the phone will turn off automatically (after a three to five minute delay). If this happens, your call will end. If you plug into a charging device, you can continue your call. Be sure to monitor the battery strength icon and make sure your battery is adequately charged.

Installing the Battery

Your Sprint PCS Phone comes with a LiIon battery. Follow these steps to install it:

1. Hold the battery so that the metal contacts on the base of the battery line up with the metal contacts on the base of the phone.
2. Place the battery on the back of the phone with the top of the battery about 1/4 inch to 1/2 inch from the battery latch.
3. Gently push the battery toward the top of the phone until it snaps into place.

Removing the Battery

To remove your battery for charging, or for another reason, follow these easy steps:

Note:
Long backlight settings, searching for service, vibrate mode and MiniBrowser use affect the battery’s talk and standby times.

Tip:
Be sure to charge your phone’s battery and watch your indicator to ensure your levels are OK.
1. So that no stored messages or numbers are lost, power off your phone by pressing and holding the key.
2. Press the battery release latch (see illustration) and slide the battery away from the latch.
3. Lift the battery away from the phone.

Charging the Battery
Your Sprint PCS Phone comes with a rechargeable battery. You should charge the battery as soon as possible so you can begin using your phone.

Keeping track of your battery’s charge is important. If your battery level becomes too low, your phone automatically turns off and you will lose all the information you were just working on. For a quick check of your phone’s battery level, glance at the battery charge indicator located in the upper-right corner of your phone’s display screen. If the battery charge is getting too low, the battery icon blinks and the phone sounds a warning tone.

Always use the Sprint PCS-approved desktop charger, travel charger or cigarette lighter adapter to charge your battery.

Using the Dual-Slot Desktop Charger
When you are ready to charge your battery, it is vital that you use only Sprint PCS-approved desktop chargers and AC adapter chargers. To use the dual-slot desktop charger provided with your phone:

1. Plug the dual-slot desktop charger’s power cord into a wall outlet.
2. There are three possible charging configurations. Choose the one that best suits your needs.
   - Insert the phone (with the battery installed) into the front slot of the charger.
   - Insert a single battery (alone, not attached to the phone) into the rear compartment of the charger.

Warning!
Using the wrong battery charger could cause damage to your phone and void the warranty.
Insert a single battery into the rear compartment of your desktop charger, and the phone (with battery attached), into the front compartment.

The LED on the front of the dual-slot desktop charger indicates the following:

- A red light indicates the battery is charging.
- A green light indicates the battery is at least 90 percent charged.
- A yellow light indicates that the battery is operating at a temperature that is too high or too low, or that there is a poor connection. Make sure the phone is resting in the charger slot.

It generally takes about three hours to fully recharge a completely rundown battery. With the Sprint PCS-approved LiIon battery, it is practical to recharge the battery before it becomes completely run down.

To get the quickest charge for any battery:

- Turn the phone off.
- Put the phone with the battery attached, into the front slot of the charger.
- Do not put a battery into the rear slot of the charger.
- When two batteries are in the charger, the batteries charge simultaneously, but charging time increases for both batteries.
- Leaving batteries in the charger once fully charged will not hurt the batteries.
Roaming is the ability to make or receive calls when you are off the Sprint PCS Nationwide Network. Your new dual-band Sprint PCS Phone™ works anywhere on the Sprint PCS Nationwide Network and allows you to roam on analog cellular and digital networks virtually anywhere in the U.S. where competitive wireless service is available.

This section explains how roaming works and the special features that allow you to manage your roaming experience.
Understanding How Roaming Works

Recognizing Icons on the Display Screen
Your phone’s display screen will always indicate when you are off the Sprint PCS Network, and whether your phone is operating in analog cellular or digital mode. The following chart indicates what will be displayed dependent upon where you are using your phone.

<table>
<thead>
<tr>
<th>Roaming Indicator</th>
<th>Analog Indicator</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sprint PCS Nationwide Network</td>
<td></td>
</tr>
<tr>
<td>Other CDMA Networks</td>
<td>R</td>
</tr>
<tr>
<td>Analog Cellular Networks</td>
<td>R A</td>
</tr>
</tbody>
</table>

Roaming on Other PCS CDMA Networks
When you are roaming on other PCS CDMA networks, your call quality will be similar to the quality that you receive when making calls while on the Sprint PCS Network. You may not be able to access certain calling features, such as the Sprint PCS Wireless Web, but all of your calls are still private and secure.

Roaming on Analog Cellular Networks
When you roam on analog cellular networks, you will experience the identical quality provided by analog cellular carriers today. Although some calling features, such as Sprint PCS Wireless Web, may be unavailable, you can still make and receive calls. You will experience a few differences:

- You are more likely to experience static, cross-talk, fade-out and dropped calls.
- Some calling features that are standard on the Sprint PCS Network are unavailable.

Tip:
Remember, when you are using your phone off the Sprint PCS Network, always dial numbers using 11 digits (1 + area code + number).

Note:
You will pay a higher per-minute rate for roaming calls.

Tip:
If you are on a call when you leave the Sprint PCS Network and enter an area where roaming is available (whether CDMA or analog cellular), your call is dropped. If your call is dropped in an area where you think Sprint PCS Service is available, turn your phone off and then on again to reconnect to the Sprint PCS Nationwide Network.
There are security and privacy risks (eavesdropping and cloning) that exist with conventional analog cellular services today.

Your battery needs recharging earlier when you use your phone for analog cellular roaming.

### Setting Your Phone’s Roaming Mode

Your Sprint PCS Phone allows you to control your ability to roam. By using the Roaming menu option, you can determine which signals your phone accepts.

**Set Mode**

Choose from three different settings on your dual-band phone to control your roaming experience. When your phone is in standby mode:

1. Press **for Main Menu.**
2. Press **for Roaming.**
3. Press **for Set Mode.** To select an option, toggle to select Sprint PCS, Automatic or Analog.
4. Press **OK.**

- **Sprint PCS** This setting allows you to select the Sprint PCS Nationwide Network only, and prevents roaming on other networks.
- **Automatic** This setting seeks Sprint PCS Service. When Sprint PCS Service is unavailable, the phone searches for an alternative system.
- **Analog** This setting forces the phone to seek an analog roaming system. The next time the phone is turned on, the previous setting is restored.
Setting an Alert When Roam Charges Apply (Call Guard)

In addition to the roaming icon, Call Guard alerts you when roaming charges apply. This feature makes it easy to manage roaming charges by reminding you when you make or receive roaming calls. It also requires you to take additional steps before you place or answer a roaming call. These additional steps are not required when you make or receive calls while on the Sprint PCS Nationwide Network.

To Turn the Call Guard Feature On or Off

1. Press for the Main Menu.
2. Press for Roaming.
3. Press for Call Guard. Wait briefly until a message prompt displays and then disappears from the display screen.
4. Toggle to select Yes or No, and press .
   - If the Yes option is chosen, an extra step is required to make or take roaming calls.
   - If the No option is chosen, no extra step is required to make or take roaming calls.

To Place Roaming Calls with Call Guard On

1. To place a voice call, dial 1 + area code + the seven-digit number and press . (You can also initiate a call from the Internal Phone Book, Call History or Sprint PCS Web Messages.)
2. A message is displayed indicating that roaming rate applies. Press to call.

To Answer Incoming Roaming Calls with Call Guard On

Remember if the Call Guard feature is set to On, you need to take extra steps to make and receive roaming calls even if you have selected the Analog Only setting. For further information see "Setting Your Phone’s Roaming Mode" on page 29.
Setting the Time and Date in Analog Mode

If the time has not been set since the battery was installed and you turn your phone on outside a Sprint PCS Service Area, you are prompted to enter the current time and date.

To enter the time and date when the Set Time and Date menu displays, press the appropriate keys on your keypad. Fields must be two digits, for example “05:07A and 01/01/01.”

To set the time and date before traveling to an analog area:

1. Press for Main Menu.
2. Press for Calendar.
4. Press the appropriate keys to enter the time and date you required. (The volume keys or the corresponding letters on the keypad may be used to select “A” for AM or “P” for PM.)
5. Press .

Note:
If you do not enter the time and date when prompted in Analog mode, you are not notified of scheduled events or call alarms.
Making and Answering Calls

In this Section

► Making Calls
► Answering Calls
► Sprint PCS Voice Command
► Dialing Options
► In-Call Notification
► End-of-Call Options
► Using One-Touch/Two-Touch Speed Calling
► Calling Emergency Numbers

Your Sprint PCS Phone™ gives you different options for placing calls so that you can use the method that works best for you. Once you learn the basics, the possibilities are endless.
Making Calls

Your Sprint PCS Phone™ offers many different ways to make calls, including Voice Commands ("Placing a Call Using Voice Dial" on page 93), Speed Dialing ("Using One-Touch/Two-Touch Speed Dialing" on page 41), and using Call History ("Viewing a Call Log (Incoming, Outgoing and Missed)" on page 64).

To make a call using your keypad:
1. Make sure the phone is on.
2. Enter a phone number. (If you make a mistake while dialing, press CLR to erase one digit at a time. Or, press and hold CLR to erase the entire number.)
3. Press TALK. (To make calls when you are roaming, and Call Guard is enabled, press 1 to acknowledge Roaming rates. For further information see "To Place Roaming Calls with Call Guard On" on page 30.)
4. When you’re finished, press END, to complete the call.

Answering Calls

1. Make sure your phone is on. If your phone is off, all incoming calls go to voicemail.
2. When your phone rings, press TALK. (To answer incoming calls when you are roaming and Call Guard is enabled, press 1. For further information see "To Answer Incoming Roaming Calls with Call Guard On" on page 30.)
3. To disconnect the call, press END briefly.

Missed Call Notification

When an incoming call is not answered, the number of missed calls together with the last call’s phone number is displayed on your screen.

To display the Missed Call log to view the last 10 missed calls:

1. Press MENU.

Tip:
To redial your last outgoing phone number, highlight Call History and press and hold the TALK key.

Tip:
When making calls off the Sprint PCS Network, always dial using 11 digits (1 + area code + phone number).

Note:
You cannot dial phone numbers identified as No ID, Restricted, Data or Fax calls.
2. Press \textit{1} for Calls.
3. Press \textit{3} for Missed.

To dial a Missed Call entry’s phone number:
   - Highlight the entry and press and hold \textit{TALK}.

\textbf{Sprint PCS Voice Command}

With Sprint PCS, the first wireless provider to offer innovative Voice Command technology, reaching your friends, family, coworkers and teammates has never been easier — especially when you’re on the go.

With Sprint’s PCS Voice Command:
   - You store all your contacts right in your phone, so you don’t need to search through or keep a phone book close by.
   - There’s no need to enter numbers, memorize voicemail passwords, or try to dial while you’re driving.
   - You can call anyone at any time — even if you don’t remember their phone number.

\textbf{It’s Easy To Start}

Just dial \textit{# 2 TALK} from your Sprint PCS Phone™ to activate the service. You can dial \textit{# TALK} to go through a Sprint PCS Voice Command tutorial directly from your phone.

You can choose Sprint PCS Voice Command as your free option when you sign up for the Sprint PCS Advantage AgreementSM or you can add on Sprint PCS Voice Command for $10 per month in addition to your normal monthly service plan rate.

\textbf{Creating Your Own Address Book}

You can program up to 500 names into your address book, with each name having up to six phone numbers. That’s 3,000 phone numbers — and with the advanced technology of Sprint PCS Voice Command — you can have instant access to all of them.
There are several ways to update your address book:

- Upload your contacts from Microsoft Outlook®, Microsoft Excel® and other personal information software into your address book for no additional charge.
- If you do not have a computer or Internet access handy, you can have Sprint PCS Directory Assistance look up phone numbers for you and automatically add them to your address book.

**How Voice Command Works**

1. Once you’ve signed up for Sprint PCS Voice Command and created your address book, all you do is press TALK. You’ll hear a tone followed by the prompt “Ready.”

2. After the “Ready” prompt, simply say, in a neutral voice, the name of the person or the number you’d like to call. You can say, “Call Jane at work,” “Call John on his wireless phone,” “Call 555-1234” or “Look up Bob.”

3. The number will automatically be dialed. Keep in mind that Sprint PCS Voice Command recognizes not only your voice, but any voice, so that others can experience the same convenience if they use your phone.

For more helpful hints on Sprint PCS Voice Command, visit www.talk.sprintpcs.com.

**In-Call Options**

Your phone includes both a standby (Main Menu) and an In-Use Menu. The In-Use menu is displayed by pressing during a call in progress.

- **Mute/(Un)mute** enables you to mute or (Un)mute your end of a phone conversation so that the recipient can hear nothing.
Making and Answering Calls

Three-Way Call allows you to talk to two different people at the same time. For further information see “Three-Way Calling” on page 52.

Calls checks your call log for outgoing, incoming, and missed calls. You can also erase the logs from this menu.

Messages allows you to check for voicemail, page and text messages.

Phone Book accesses the Phone Book menu options.

Calendar accesses Calendar so that you can schedule events.

Version displays the version of the software and hardware that is being used.

Incoming Call Notification

Depending upon your settings, your Sprint PCS Phone notifies you of incoming calls in the following ways:

- The phone rings and/or vibrates.
- The LED flashes.
- The backlight illuminates.
- The screen displays an incoming call message.
- The phone number of the caller displays, if the phone number is available.
- If the phone number is in your Internal Phone Book, the name identified with that number displays.

End-of-Call Options

After ending a call to a phone number that is not in your Internal Phone Book, the phone number, the duration of the call, and to save is displayed for 10 seconds. During this time you can press to add this number to your Internal Phone Book.

Note:
You can also mute or ( unmute) the ringer by pressing either the volume keys or the key.

Note:
The End-of-Call options are not displayed for calls identified as No ID or Restricted.
Saving a Phone Number

Your Sprint PCS Phone can store up to 238 Internal Phone Book entries. Phone Book entries can store up to a total of six phone numbers and the entry’s name can contain 12 characters.

To save a number when in standby mode:

1. Enter a phone number.
2. Press "OK".
3. Highlight "Save" and press "OK".
4. The Label menu opens. Select from the Label menu by toggling through the Home, Work, Mobile, Pager, Fax, or No Label options and pressing "OK" for the option of choice. (You may also press the corresponding location number of the option displayed.) The phone prompts you to “Wait”, then displays “Add new name”.
5. Press "OK".
6. Press "Menu" to open the T9 (English), Alpha, Symbol and Number options. This determines the mode of entering the new name.
7. Press the corresponding number key next to the option of choice, or just highlight that option and press "OK".
8. Enter the name, and press "OK". The phone prompts “Number *** is empty” (*** is the Speed Dial number.)
9. Press "OK" again, The screen displays the name, number, location and speed dial number.

Finding a Phone Number

You can search for Internal Phone Book entries for phone numbers that contain a specific string of numbers.

1. To find a phone number from the standby mode enter one or more digits. (The more numbers you enter, the more specific the search will be.)
2. Press "Menu" to open the Menu options.
3. Press **3** for **Find**, or just highlight that option and press **OK**. The phone prompts you to “Wait” and tells you how many numbers match the number of characters you just entered into the phone. This is why it is better to enter more numbers, specific to the phone number you want to find.

4. If more than one number was found and the first number displayed is not the number of choice, move the toggle down to scroll through the remaining options.

5. When the number of choice is displayed, press **TALK**.

**Dialing and Saving Phone Numbers With Pauses**

You can dial or save phone numbers with pauses for use with automated systems, such as voicemail or credit card billing numbers. If you select a Hard Pause, the next set of numbers are sent when you press **TALK**. If you select a 2sec Pause, your phone automatically sends the next set of numbers after 2 seconds.

**Note:**
You can have multiple pauses in a phone number and combine 2sec and hard pauses.
To dial or save a phone number with pauses:

1. When in standby mode, enter the first digits of the phone number that comes before the required pause.
2. Press \( \text{Menu} \) to open the \text{Menu} options.
3. Highlight either \text{Hard Pause} or \text{2sec Pause}, and press \( \text{OK} \). (\text{Hard Pauses} are displayed as a “p” and \text{2sec Pauses} as a “T”.)
4. Enter additional numbers.
5. Complete step three again, if necessary.
6. Complete step four again, if necessary.
7. Press \( \text{Menu} \) for \text{Menu} options.
8. Highlight \text{Talk} or \text{Save}. To save the number to your Internal Phone Book.

\textbf{Four-Digit Calling}

If you select \text{4-Digit Dial}, your phone automatically calls the phone number that is stored in your Internal Phone Book that contains the same four digits.

To use 4-Digit Dialing:

From standby mode enter the last four digits of a stored phone number, and press \( \text{Talk} \).

If more than one number was found, and the first number displayed is not the number of choice, scroll through the remaining options. When the number of choice is displayed, press \( \text{Talk} \).

\textbf{Calling Emergency Numbers}

You can place calls to 911, even if your phone is locked or your account is restricted.

1. From standby mode enter the emergency number \( \text{9} \ 1 \ 1 \ 1 \) and press \( \text{Talk} \).
Using One-Touch/Two-Touch Speed Dialing

With this feature, you can automatically call Speed Dial entries using one key press for locations 2-9 or two key presses for locations 10-99.

To use One-Touch Dialing for Speed Dial locations 2-9:

> From standby mode, press and hold the second digit for two seconds and your call will be automatically dialed to the number at that Speed Dial location.

To use Two-Touch Dialing for Speed Dial locations 10-99:

> From standby mode, press and hold the second digit for two seconds and your call will be automatically dialed to the number at that Speed Dial location.

Displaying Your Phone Number

Just in case you forget your own phone number, your Sprint PCS Phone can remind you.

To display your own phone number:

1. From standby mode, press for Main Menu.
2. Press for Phone Book.
3. Press for My Phone #, and your phone number will be displayed.

Note:

Speed Dialing is not active when you are roaming with Call Guard enabled.

Tip:

Location 1 is preset to listen to Voice Mail.
Navigating Through Menus and Entering Text

In this Section

- Menu Navigation
- Shortcuts
- Viewing the Menus
- Entering Characters by Tapping the Keypad
- Entering Characters Using T9 Text Input
- Entering Symbols and Numbers

This section is a road map to using your phone and also explains how to enter characters into your phone. Every function and feature can be accessed through menus. Take a few moments to know your way around and learn how to enter text. You’ll find that it makes your phone and features easier to use and understand.
Menu Navigation

Your Sprint PCS Phone allows you to toggle through menus quickly and easily. The OK button is surrounded by arrows that allow you to move up/down, left/right, and backward/forward through menus.

To navigate through the menus:

- Use your thumb to move the OK button. Move the OK button toward the arrow pointing in the direction you wish to move.

As you navigate through the menus, menu options are highlighted. Select an option by highlighting it and pressing OK.

Working Within the Menu Structure

Selecting Menu Items

To simplify getting to a particular option, just press the number listed next to that option displayed in the menu.

For example, if you want to view your last incoming call:

1. From the Main Menu, highlight Calls and press OK. (It may already be highlighted).
2. Use the OK key to toggle to highlight Incoming and press OK to select.

- If you have received any calls, they are displayed on the screen, if not, the screen will prompt: “Call list is empty”.

Backing Up Within a Menu

To return to a previous menu press CLR.

To return to standby mode press and hold CLR.
Viewing the Menus

Menu Structure

Menus let you to check or change your phone’s settings. The following outline shows your phone’s menu structure.

1. Calls
   1. Outgoing
   2. Incoming
   3. Missed
   4. Erase History
      1. Outgoing
      2. Incoming
      3. Missed
      4. All Calls
   5. Air Time
   6. Last Call
   7. Last Time

2. Wireless Web
   1. Messages
   2. Web Alerts
      Charges will apply to
      Browser calls. Start Wireless
      Web? Yes/No
   3. Launch Browser
      Charges will apply to
      Browser calls. Start Wireless
      Web? Yes/No
   4. Connection
      DataFax In Off/Voice Call Only
      DataFax In Incoming Fax Only
      DataFax In Incoming Data Only
   5. Web Guard
      To Start/None?/To End?/Both?
   6. Erase
      1. Page/Text
      2. Web Alerts

3. Phone Book
   1. Find Name
   2. Add New Entry
   3. My Phone #
   4. Find Entry
   5. Services
      1. Account Info
      2. Customer Care
      3. Dir Assistance
      4. Prepaid SVC

4. Roaming
   1. Set Mode
      Automatic/Analog/Sprint PCS
   2. Call Guard
      Extra step required to make
      or take roam calls. Yes/No?

5. Calendar
   1. Today
   2. Month View
   3. Jump To Date
   4. To Do List
   5. Countdown
   6. Alarm Clock
      1. Alarm #1
      2. Alarm #2
      3. Alarm #3
   7. Set Time

6. Voice Mail
   1. Listen
   2. Reset

7. Voice Dial
   1. Record
   2. Review
   3. Erase All

8. Setup/Tool
   1. Sounds
      1. Ringer Vol.
      2. Mgr.
      3. Alarm
      2. Ringer Type
      1. Voice w/Caller ID
      Calls
      3. Messages
         1. Voicemail
         2. Page
         3. Text
Selecting a Character Input Mode

When prompted to enter text, the current text entry mode will appear above the "CLR" key in the lower right hand side of the display. There are four text entry modes:

- T9® Word
- Alpha
- Number
- Symbol

To change the Input Mode, press "Menu".

When entering text, use the indicated key to perform the following text entry functions:

- Press "Space" to cycle through candidate T9 word matches.
- Press "Space" to insert a space.
- Press "Space" to enter a period (.) and other common symbols

Entering Characters by Using the Keypad

To enter characters by using the keypad, select the "abc" mode. (see “Selecting a Character Input Mode” on page 46)

Press the corresponding numeric key (1-9) key until the desired character appears. By default, the initial character is uppercase followed by lowercase characters.
You will notice that when pressing the following keys, the characters appear in the following order. To use this feature, you have to press the key within two seconds, otherwise the phone moves the cursor to the next space and waits for new input.

1 . , ` & - @
2 A B C 2
3 D E F 3
4 G H I 4
5 J K L 5
6 M N O 6
7 P Q R S 7
8 T U V 8
9 W X Y Z 9

**Entering Characters Using T9 Text Input**

To enter characters using T9 Text Input, select the T9 Word mode (see “Selecting a Character Input Mode” on page 46.) T9 Text Input analyzes the letters you enter using an intuitive word database and creates a suitable word. (The word may change as you type.) To accept a word and insert a space, press **OK** **SPACE**.

If you make a mistake, press **CLR** to erase a single character, or press and hold **CLR** to delete the entire entry.
With all the things that demand your attention in today’s fast-paced world, it’s important to tune-in to what really matters. Your Sprint PCS Phone™ gives you the ability to control your phone’s volume with the touch of a button. Not only can you control what you hear, you can also control what your caller hears.
Changing Ringer Volume

To change the ringer volume, use the volume keys on the side of your phone when the phone is in standby mode.

To change the ringer volume from the Main Menu:

1. Press \texttt{MENU} for 
Menu options.
2. Press \texttt{8} for Setup/Tool.
3. Press \texttt{1} for Sounds.
4. Press \texttt{1} for Ringer Volume.
5. Press \texttt{1} for Calls.
6. Use the toggle to select Off/Vibrate/1-Beep/Low/
Med/High/High + Vib, and press \texttt{OK}.

Silencing the Ringer

To silence the ringer on incoming calls:

1. When the phone rings, press a volume key, \texttt{END}, or
the \texttt{OK} key, press \texttt{TALK} to answer the call.

Adjusting Volume During a Conversation

When you need to regulate the volume during a conversation, use the volume keys on the side of your phone to adjust the sound.

Muting a Call

There are times when it’s necessary to mute a call so that your caller does not hear you or certain background noise.

To mute a call, press and hold \texttt{MENU} for 2 seconds. To
(un)mute a call, press and hold \texttt{MENU} for 2 seconds.

To \texttt{Mute} a call from the Main Menu:

1. Press \texttt{MENU} for 
Menu options, highlight \texttt{(Un)Mute}.
2. Press either \texttt{OK} or \texttt{1}.

   ► When the phone is muted, “Mute” displays.

To \texttt{(Un)Mute} a call:

1. Press \texttt{MENU} for Menu options.
2. Highlight \texttt{(Un)Mute}, and press \texttt{OK} or \texttt{1}.

   ► When the phone is \texttt{(Un)Muted}, “(Un)Mute” displays.
Now that you’ve mastered the basics, you can begin to focus on where you want to go. This section guides you through the calling features that enhance your Sprint PCS Service. From Caller ID to Call Forwarding, using these features will help you make the most of your Sprint PCS Service.
Using Caller ID

Caller ID lets you know who’s calling by displaying the number of the person calling when your phone rings. If the caller’s name and number are already stored in your Internal Phone Book, the corresponding name appears with the number. In the same way, if you call someone who has this feature, your phone number and name will display on their phone.

To block your phone number from being displayed for a specific outgoing call:
2. Enter the number you wish to dial.
3. Press TALK to complete the call.

To permanently block your number, call Sprint PCS Customer Care.

Responding to Call Waiting

Call Waiting alerts you to incoming calls while you’re on a call by sounding two beeps. The display screen informs you that a call is coming in and shows the caller’s phone number (if it is available and you are in digital mode).

To respond to an incoming call while you’re on a call:
- Press TALK. (This puts the first caller on hold and answers the second call.)
- To switch back to the first caller, press TALK again.

Three-Way Calling

With Three-Way Calling, you can talk to two different people at the same time. When using this feature, the normal airtime rates will be charged for each of the two calls.

If one of the people you called hangs up during your call, you and the remaining caller stay connected. If you initiated the call and are the first to hang up, all three callers are disconnected.
Here are two methods for making a Three-Way call:

Using the TALK key method:
1. During a conversation, press TALK .
2. Enter the number for the third party, and press TALK .
3. When you are connected to the third party, press TALK once again to begin your Three-Way call.

Using the In-Use menu:
1. During a conversation, press MENU .
2. Press 2 for Three-Way Call.
3. Enter the number for the third party, and press TALK .
4. When connected to the third party, press TALK again to begin your Three-Way call.

**Forwarding Your Calls**

Call Forwarding lets you forward all your incoming calls to another phone number — even when your phone is turned off. You can continue to make calls from your phone with Call Forwarding activated.

**To Activate Call Forwarding**
1. Press 7 2 .
2. Enter the area code and phone number to which your future calls should be forwarded.
3. Press TALK . You will hear a tone to confirm the activation of **Call Forwarding**.

**To Deactivate Call Forwarding**
- Press 7 2 0 .
- Press TALK . You will see a message and hear a tone to confirm the deactivation.

**Note:**
You are charged a higher rate for calls you have forwarded.
Managing Messaging

In this Section

- Message Types
- New Message Alerts
- Message Options

Your Sprint PCS Phone is always working to help you stay connected — even when you’re unavailable. With three types of messaging, you can depend on being notified of important information. This section steps you through the messaging functions available on your Sprint PCS Phone.
Setting Up Voicemail

The first thing you'll want to do after activating your phone is set up your voicemail. For further information see “Setting Up Your Voicemail” on page 12.

Knowing When You Have Messages

There are several ways your Sprint PCS Phone alerts you:

- By displaying a message on the screen.
- By sounding the assigned ringer type.
- By the LED blinking red.
- By displaying \[ \text{Voicemail} \] at the top of your screen for voicemail messages, Sprint PCS Web Messages or Sprint PCS Web Alerts.

Message Types

There are three types of messaging features available from your Sprint PCS Phone’s menu. You can receive voicemail, Sprint PCS Wireless Web Messages and Sprint PCS Wireless Web Alerts.

- **Voicemail** automatically captures calls when you can’t answer your phone, or your phone is turned off. The voicemail system sends a notification directly to your phone when you have new voice messages.

- **Wireless Web Messages** let you know when you receive numeric pages, Sprint PCS Wireless Web Messages*, and Sprint PCS Wireless Web Updates*. (For further information, see “Sending Numeric Pages” on page 58, “Sending Sprint PCS Wireless Web Messages” on page 59, or “Sprint PCS Wireless Web Update Options” on page 61.)

- **Wireless Web Alerts** lets you know when you receive Sprint PCS Wireless Web Mail℠*, Sprint PCS Wireless Web Short Mail℠* or an AOL Instant Message*. (For more information on each feature, see the appropriate information in Section 15: “Experiencing Sprint PCS Wireless Web℠.”)

* You will need to subscribe to the Sprint PCS Wireless Web to use these features.

Tip:

When you are roaming off the Sprint PCS Network, you may not receive notification of new Voicemail messages. It is recommended that you periodically check your voicemail by dialing 1 + area code + your Sprint PCS Phone Number.

Note:

Sprint PCS Wireless Web services may not be available in certain affiliate areas.
New Voicemail Message Alerts

When you receive a new voicemail message, your phone alerts you and displays ☑️. 

Retrieving Your Voicemail Messages

You can review your messages directly from your Sprint PCS Phone or from any other touch-tone phone. Call directly from your Sprint PCS Phone, by speed dialing your voicemail box, or using the menu keys.

Using One-Touch Message Access:

- Press and hold 1 or 2. Follow the system prompts.

Using the Menu Keys on Your Sprint PCS Phone to Access your Messages:

1. From standby mode press Menu for Main Menu.
2. Press 4 for Voicemail.
3. Press 1 to Listen.

Using a Phone Other Than Your Sprint PCS Phone to Access your Messages

1. Dial your Sprint PCS Phone Number.
2. When your voicemail box answers, press ∗1.
3. Enter your pass code.

Clearing the Voicemail Message Icon

Your phone may temporarily continue to display this icon after you have checked your voicemail messages.

To clear this icon from the display screen:

1. From standby mode, press Menu for Main Menu.
2. Press 4 for Voicemail.
3. Press 2 to Reset.

Note:
Your phone accepts messages even when it is turned off. However, you are only notified of new messages when your phone is turned on and you are in a Sprint PCS Service Area.

Note:
You are charged for airtime minutes when you are accessing your voicemail.
New Sprint PCS Web Messages

When you receive a new Wireless Web message, your phone alerts you by displaying the following options:

- **Read** displays the message.
- **Call** dials the phone number of the sender (if applicable.)
- **Exit** returns you to the **Main Menu**.

Sprint PCS Wireless Web Message Storage

Your Sprint PCS Phone can store up to 50 Web Messages. When the message memory is 75% full, a warning message prompts you to erase messages to obtain additional memory space.

Displaying Sprint PCS Web Messages

To display a Web Message from the **Main Menu**:

1. From standby mode, press **Menu** for **Main Menu**.
2. Press **2** for **Wireless Web**.
3. Press **1** for **Messages**.

Sending Numeric Pages

Callers can send a numeric page to your phone when they reach your voicemail box. Numeric paging to a Sprint PCS Phone comes at no additional charge on any service plan that includes Sprint PCS Voicemail.

Numeric Page Options

After you display a numeric page, press **Menu** to display the numeric page message options. To select an option, toggle to highlight it and press **Ok**.

- **Talk** to call the highlighted phone number.
- **Save** to save the sender's phone number if it is not already in your Internal Phone Book (if applicable).
- **Erase** to erase the current numeric page.
- **Next Msg** to go forward to the next message.
- **Prev Msg** to return to the previous message.
Sending Sprint PCS Wireless Web Messages

There are three ways to send a Sprint PCS Wireless Web message to a Sprint PCS Phone:
1. **Email**
   Your phone number@messaging.sprintpcs.com
2. **The Sprint PCS Web Site**
   Select the wireless web messaging link.
3. **Using Messaging Software** (TAP 1.5 compatible).

Sprint PCS Wireless Web Message Options

After you display a Sprint PCS Wireless Web Message, press **Menu** to display the Sprint PCS Wireless Web Message options. To select an option, toggle to highlight it and press **OK**.

- **Call** to call the phone number of the sender (if applicable).
- **View PB Entry** to display the Internal Phone Book entry (if applicable).
- **Save Phone #** to save the sender’s phone number if it is not already in your Internal Phone Book (if applicable).
- **Extract #** to extract phone numbers (if there are numbers contained in the text message.) (For further information see “Extracting Phone Numbers From Sprint PCS Web Messages” on page 59.)
- **Prepend** to add numbers to the beginning of the phone number (if applicable). (For further information see “Extracting Phone Numbers From Sprint PCS Web Messages” on page 59.)

Extracting Phone Numbers From Sprint PCS Web Messages

After you display a Sprint PCS Web message, press **Menu** to display the Message options.
The options are:
- **Talk** to dial the phone number.
- **Save** to save the item.
- **Erase** to erase the item.
- **Next** to proceed to the next item.
- **Previous** to return to the previous item.
- **Extract** to extract the phone number.

To extract a phone number contained in the message:

1. Toggle to highlight **Extract #** and press **OK**. All the phone numbers contained in the message are displayed.
2. Toggle to highlight the number you want to extract and press **OK**.

The following options display:
- **Call** to dial the extracted phone number.
- **Next** to go to the following phone number.
- **Prev** to go to the previous phone number.
- **Save Phone** to save the extracted phone number to the Internal Phone Book.
3. Toggle to select your option, and press **OK** to continue.
**Sprint PCS Wireless Web Update Options**

To have Sprint PCS Wireless Web Updates automatically sent to your phone, see “Signing up for Sprint PCS Wireless Web Updates” on page 107.

After you display a Sprint PCS Wireless Web update, press **MENU** to display Sprint PCS Wireless Web Update options. To select an option, toggle to highlight it and press **OK**.

**Erasing All Web Messages**

To erase all Web messages:

1. Press **MENU** for **Main Menu**.
2. Press **2** for **Wireless Web**.
3. Press **4** for **Erase**. You are asked to choose from two options, **Page/Text** or **Web Alerts**.
4. Make your choice and a message prompt is received.
5. Select **OK** to confirm that you wish to complete the erasure, or press **CLR** to exit.

**New Sprint PCS Wireless Web Alerts**

When you receive a new Sprint PCS Wireless Web Alert, your phone notifies you and displays the following options. To select an option, toggle to highlight it and press **OK**.

- **View** to access the Sprint PCS Wireless Web Inbox and displays the message.
- **Clear** if you do not wish to read the message at this time.
Displaying Sprint PCS Wireless Web Alerts

You are notified of new Sprint PCS Wireless Web Alerts by the ☁️ icon in the display screen.

1. Press ✉️ for Main Menu.
3. Press 2 for Web Alerts. A message will be displayed stating that you will be charged for Browser calls and asking if you wish to continue. The default is “Yes”.
4. Press OK to continue and follow the prompts.
5. If you do not wish to continue, press CLR to return to standby mode.

Note:
You are charged for airtime minutes when accessing the Sprint PCS Wireless Web Inbox or wireless Internet sites.
Managing Call History

In this Section

- Viewing Call Logs (Incoming, Outgoing and Missed)
- Call Log Options
- Making a Call from a Call Log
- Saving a Phone Number from a Call Log
- Erasing All Call Logs

The call logs help you manage your time more effectively. They keep track of incoming calls, calls made from your Sprint PCS Phone™ and missed calls. This section guides you through accessing and making the most of your call logs.
Viewing a Call Log (Incoming, Outgoing and Missed)

You’ll find your call logs invaluable. They are a list of the last 10 phone numbers or names for calls you placed, accepted and missed. Call logs make redialing a number fast and easy. They are continually updated as new numbers are added to the beginning of the list and the oldest entries are removed from the bottom of the list.

Each entry contains the phone number (if it is available) and Internal Phone Book entry name (if the phone number is in your Internal Phone Book). Duplicate calls (same number and type of call) may only appear once on the list.

To view a call log:
1. Press \( \text{Menu} \) for \( \text{Main Menu} \).
2. Press \( 1 \) for \( \text{Calls} \).
3. Press \( 1 \) for \( \text{Outgoing} \), \( 2 \) for \( \text{Incoming} \), and \( 3 \) for \( \text{Missed} \).

Call Log Options

For additional information and options on a call, toggle to highlight a call log entry, press \( \text{Ok} \), followed by \( \text{Menu} \) to view these options:

- **Talk** to call the phone number.
- **Save** to save the sender’s phone number (if the number is not already stored in your Internal Phone Book). For further information see “Saving a Phone Number From a Call Log” on page 65.
- **Prepend** to add numbers to the beginning of the phone number. (For further information see “Prepending a Phone Number From a Call Log” on page 65.)
Making a Call From a Call Log

To place a call from an existing call log:

1. Toggle to highlight the required number and press \( \text{TALK} \) to complete the call.

Prepending a Phone Number From a Call Log

If you need to make a call from a call log and you happen to be outside your local area code, you can add the appropriate prefix by following these steps:

1. Press \( \text{Menu} \) for \textit{Main Menu}.
2. Press \( 1 \) for \textit{Calls}.
3. Press \( 1 \) for \textit{Outgoing}, press \( 2 \) for \textit{Incoming}, or press \( 3 \) for \textit{Missed}.
4. When the call list displays, toggle to highlight the desired call log, and press \( \text{OK} \).
5. Press \( \text{Menu} \) for \textit{Menu} options.
6. Press \( 3 \) to \textit{Prepend}.
7. Enter the appropriate digits to prepend, and press \( \text{TALK} \) to be connected.

Saving a Phone Number From a Call Log

Your Sprint PCS Phone can store up to 238 Internal Phone Book entries. Phone Book entries can store up to a total of 6 phone numbers and the entries can contain up to 12 characters.

To save a phone number from the Call Log:

1. Press \( \text{Menu} \) for \textit{Main Menu}.
2. Press \( 1 \) for \textit{Calls}.
3. Press \( 1 \) for \textit{Outgoing}, press \( 2 \) for \textit{Incoming}, or press \( 3 \) for \textit{Missed}.
4. Toggle to highlight the phone number and press \( \text{OK} \).
5. Press \( \text{Menu} \) for \textit{Menu} options.
6. Press \( 2 \) to save.
7. Follow the prompts to complete storing the number to your Internal \textit{Phone Book}.

\textbf{Note:}

You cannot make calls from the \textit{Incoming} or \textit{Missed} call logs to entries identified as \textit{No ID} or \textit{Restricted}.

\textbf{Note:}

You cannot save phone numbers already in your Internal Phone Book or calls identified as \textit{No ID} or \textit{Restricted}.

\textbf{Note:}

Phone numbers labeled \textit{Fax} or \textit{Data} can only be dialed through a personal computer.
Erasing Call Logs

To erase individual call log entries see “Call Log Options” on page 64.

1. From standby mode press \( \text{MENU} \) to open the \textbf{Main Menu}.

2. Press \( 1 \) for \textbf{Calls}.

3. Press \( 4 \) for \textbf{Erase History}. This opens the \textbf{Erase Total} menu. Toggle to highlight one of the options: Outgoing, Incoming, Missed and All Calls

4. Press \( \text{CLR} \) to erase the calls connected to the selected option and follow the prompts, or press \( \text{CLR} \) to return to the previous menu.
Using Your Internal Phone Book

In this Section

- Adding a New Internal Phone Book Entry
- Finding Internal Phone Book Entries
- Internal Phone Book Entry Options
- Adding Call Alarm Alerts
- Selecting Ringer Types
- Dialing Sprint PCS Services

Now you know the basics that help make it easier to stay in touch with people and information. This section helps you make the most of your contacts and use your time more efficiently when you are trying to connect with the important people and events in your life.
Adding a New Internal Phone Book Entry

Your Sprint PCS Phone can store up to 238 Internal Phone Book entries. Phone Book entries can store up to a total of six phone numbers and the entry’s name can contain 12 characters.

To add a new entry:

1. From standby mode, press \texttt{Menu} for \texttt{Main Menu}.
2. Press 3 for \texttt{Phone Book}.
3. Press 2 to \texttt{Add New Entry}. You are prompted to \texttt{Add Phone#}.
4. Enter the new phone number, press \texttt{OK}. (Press \texttt{Menu} for menu options, if you want to add pause options.) The \texttt{Label} menu opens.
5. Toggle to highlight a \texttt{Label} option and press \texttt{OK}.
6. You are prompted to “Add new name” press \texttt{OK}, and enter the name.
7. Press \texttt{OK} to \texttt{Save}. The next available location is displayed.
8. Press \texttt{OK} to \texttt{Save}, or toggle to highlight the entry number of choice.

Remember, you can always cancel any action by pressing the \texttt{CLR} key.

For further information see “Internal Phone Book Entry Options” on page 71.

Shortcuts to Storing Phone Book Numbers

1. From standby mode, enter a phone number.
2. Press \texttt{OK} and follow the prompts.

Storing Phone Book Numbers at the End of a Call

1. Press \texttt{TALK} to end the call. The screen will display the phone number.
2. Press \texttt{OK}. Follow the prompts displayed on the screen to \texttt{Save} the number.
Finding Internal Phone Book Entries

There are several ways to display your Internal Phone Book entries. Follow the steps outlined in the sections below to display entries from the Internal Phone Book menu.

Finding Names
You can review all the names stored in your Internal Phone Book by following these simple steps:
1. From standby mode, press **Main Menu**.
2. Press **1** for **Phone Book**.
3. Press **1** for **Find Name**. The list of names is displayed in alphabetical order. (The **Speed Dial** number displays next to the entry.)

Finding Entries
To find and review an entry by its entry number:
1. From standby mode, press **Main Menu**.
2. Press **1** for **Phone Book**.
3. Press **4** for **Find Entry**. The list of names is displayed in numeric order of the **Speed Dial** number.

Internal Phone Book Entry Options
When you display an Internal Phone Book entry, press **Menu** to display the options. To select an option, toggle to highlight it and press **OK**.

The options are:
- **Talk** to call the current phone number.
- **Add Phone#** to add a phone number
- **Edit** to edit the current entry.
- **Prepend** to add a number to an existing phone number.
- **Erase** to erase the current entry.
- **Name Ringer** to add a specific ringer to an entry.
<table>
<thead>
<tr>
<th>Replacing a Stored Number With a New Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>To replace a stored phone number with a new number:</td>
</tr>
<tr>
<td>1. From standby mode, press ( \text{Menu} ) for ( \text{Main Menu} ).</td>
</tr>
<tr>
<td>2. Press ( 3 ) for ( \text{Phone Book} ).</td>
</tr>
<tr>
<td>3. Press ( 1 ) for ( \text{Find Name} ).</td>
</tr>
<tr>
<td>4. Toggle to highlight the name that the existing phone number is stored under and press ( \text{OK} ).</td>
</tr>
<tr>
<td>5. Press ( \text{Menu} ) for ( \text{Menu options} ).</td>
</tr>
<tr>
<td>6. Press ( 2 ) for ( \text{Add Phone#} ). Enter the new phone number.</td>
</tr>
<tr>
<td>7. Press ( \text{OK} ) for the next step. The ( \text{Label} ) menu displays a number of options. Toggle to highlight the option of choice, and press ( \text{OK} ). If the Label already exists, a message will be displayed asking if you want to replace the old number. If you do, press ( \text{OK} ).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Editing an Internal Phone Book Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>To make changes to an entry:</td>
</tr>
<tr>
<td>1. From standby mode, press ( \text{Menu} ) for ( \text{Main Menu} ).</td>
</tr>
<tr>
<td>2. Press ( 3 ) for ( \text{Phone Book} ).</td>
</tr>
<tr>
<td>3. Select either ( 1 ) for ( \text{Find Name} ), or ( 4 ) for ( \text{Find Entry} ) option from the ( \text{Phone Book} ) options.</td>
</tr>
<tr>
<td>4. Toggle to highlight the name of the entry you want to edit, then press ( \text{OK} ).</td>
</tr>
<tr>
<td>5. Press ( \text{Menu} ) for ( \text{Menu options} ).</td>
</tr>
<tr>
<td>6. Press ( 3 ) for ( \text{Edit} ) and follow the prompts.</td>
</tr>
<tr>
<td>( \text{Phone #} ) to change the entry’s phone number. Enter the new number and press ( \text{OK} ). (See “Entering Characters by Using the Keypad” on page 46.)</td>
</tr>
<tr>
<td>( \text{Name} ) to change the entry’s name. Enter the new name and press ( \text{OK} ). (See “Selecting a Character Input Mode” on page 46.)</td>
</tr>
<tr>
<td>( \text{Entry #} ) the entry number cannot be changed. It is generated by the phone when the Internal Phone Book entry is stored.</td>
</tr>
</tbody>
</table>

\( \text{Note:} \) Phone numbers labeled \( \text{Fax or Data} \) can only be dialed through a personal computer.
Set Secret When a number is set to Secret, the phone will not allow anyone to view information on the number unless they enter the phone’s lock code.

Ringer Type to assign an individual ringer type to the entry. (See “Selecting a Ringer Type for an Entry” on page 73.)

Selecting a Ringer Type for an Entry
You can assign a ringer type to an Internal Phone Book entry so you can identify the caller by the ringer type. For further information see “Ringer Types” on page 77.

To select a ringer type:
1. From standby mode, press \texttt{MENU} for \texttt{Main Menu}.
2. Press \texttt{3} for \texttt{Phone Book}.
3. Press \texttt{1} for \texttt{Find Name}. Toggle to highlight the name you wish to select and press \texttt{OK}.
4. Press \texttt{MENU} for \texttt{Menu options}.
5. Press \texttt{5} for \texttt{Name Ringer}.
6. Toggle to highlight a melody and press \texttt{OK} to save the Name Ringer of choice.

Dialing Sprint PCS Services
You must be in digital mode to access Sprint PCS Services.

To call a service:
1. From standby mode, press \texttt{MENU} for \texttt{Main Menu}.
2. Press \texttt{3} for \texttt{Phone Book}.
3. Press \texttt{5} for \texttt{Services}.
4. Toggle to highlight an option, and press \texttt{OK}.
5. Press \texttt{TALK} to call that service.

My Sprint PCS Phone Number
To display your own phone number:
1. From standby mode, press \texttt{MENU} for \texttt{Main Menu}.
2. Press \texttt{3} for \texttt{Phone Book}.
3. Press \texttt{1} for \texttt{My Phone#}.
This section describes how you can change your phone’s settings to best suit your requirements. Take a few moments to review these options and add or adjust the settings that are right for you.
Changing the Greeting

The greeting can be up to 12 characters in length and is displayed on the first line of your phone’s display screen in standby mode.

To change your greeting:

1. From standby mode, press \(\text{Menu}\) for \textit{Main Menu}.
2. Press \(\text{6}\) for \textit{Setup/Tool}.
3. Press \(\text{2}\) for \textit{Display}.
4. Press \(\text{2}\) for \textit{Greeting}.
5. Press \(\text{DEL}\) for at least 2 seconds to erase the existing greeting.
6. Press \(\text{Menu}\) to choose a text entry option.
7. Toggle through the available input mode options, and press \(\text{OK}\) to select an option.
8. Type in the new greeting, and press \(\text{OK}\).

Setting the Language of your Phone

Your Sprint PCS Phone can display all menus and messages in either Spanish or English; all verbal prompts will also be spoken by the phone in the selected language. It’s quick, easy and very convenient for bilingual families or friends.

To change the language of your phone:

1. From the \textit{Main Menu} press \(\text{6}\) for \textit{Setup/Tool}.
2. Press \(\text{6}\) for \textit{Language}.
3. Toggle to highlight \textit{English} or \textit{Spanish}.
4. When the desired option displays, press \(\text{OK}\).

Tip:

You can use the volume control keys on the side of the phone to adjust the ringer volume in standby mode or the voice volume during a call.

Adjusting the Ringer Volume

To adjust the ringer volume:

1. From standby mode, press \(\text{Menu}\) for \textit{Main Menu}.
2. Press \(\text{6}\) for \textit{Setup/Tool}.
3. Press \(\text{1}\) for \textit{Sounds}.
4. Press \(\text{1}\) for \textit{Ringer Volume}. The following options display: \textit{Calls}, \textit{Messages} and/or \textit{Alarms}.
5. Toggle to highlight an option and press \(\text{OK}\).
6. Toggle through the available Ringer Volume options, and press OK.

Ringer Types
Ringer types help you identify incoming calls and messages. You can assign Ringer Types to individual Internal Phone Book entries, calls and messages.

- **Preprogrammed Ringers** include a variety of standard ringer types and familiar music.
- **Vibrating Ringer** alerts you to calls or messages without disturbing others.

Selecting Ringer Types for Voice Calls
To select a ringer type for voice calls:
1. From standby mode, press **Menu** for Main Menu.
2. Press **1** for Setup / Tool.
3. Press **1** for Sounds.
4. Press **2** for Ringer Type.
5. Press **1** for Voice Calls.
6. Toggle to highlight with Caller ID or no Caller ID, and press OK.
7. Toggle to listen to the available Ringer Types, and press OK.

Selecting Ringer Types for Messages
To select a ringer type for messages:
1. From standby mode, press **Menu** for Main Menu.
2. Press **1** for Setup / Tool.
3. Press **1** for Sounds.
4. Press **2** for Ringer Type.
5. Press **2** for Messages.
6. Toggle to highlight Voicemail, Page, Text, or Web Alerts and press OK.
7. Toggle to highlight and listen to the available Ringer Types, and press OK.
Selecting Ringer Types for Alarms

To select a ringer type for alarms:
1. From standby mode, press for Main Menu.
4. Press for Ringer Type.
5. Press for Alarms.
6. Toggle to highlight and listen to the available Ringer Types, and press .

Selecting Ringer Types for Data / Fax In

To select a ringer type for data/fax in:
1. From standby mode, press for Main Menu.
4. Press for Ringer Type.
5. Press for Data/Fax In.
6. Toggle to listen to the available Ringer Types, and press .

Changing the Backlight Time Length

The backlight setting lets you to select the length of time the display screen and keypad are backlit after any key press is made.

To change the backlight setting:
1. Press for Main Menu.
3. Press for Display
4. Press for Backlight.
5. Toggle to highlight 8 Seconds, Off, Flip Open, or 30 Seconds, and press .

Note: Long backlight settings affect the battery’s talk and standby times.
Changing the Contrast

To adjust the contrast on the phone’s display:
1. From standby mode, press for **Main Menu**.
2. Press for **Setup / Tool**.
3. Press for **Display**.
4. Press for **Contrast**.
5. Toggle to highlight **Med, Low, Lowest, Highest** or **High**, and press **OK**.

Data/Fax Mode

The Sprint PCS Wireless Web™ Connection Kit (purchased separately) lets you link your laptop PC to your Sprint PCS Phone so you can send and receive data and faxes.

Receiving a Fax

To receive a fax with your phone:
1. Make sure that your phone is connected to your computing device and is powered “on.”
2. From the **Main Menu**, press for **Wireless Web**.
3. Press for **Connection**. Toggle to select **Data/Fax In Incoming Fax only**.
4. Press **OK**. Notice that the phone displays “No incoming voice calls can be received”. Your phone returns to standby mode and displays *Fax only*.

Receiving Data

To receive data with your phone:
1. Make sure that your phone is connected to your computing device and is powered “on.”
2. From the **Main Menu**, press for **Wireless Web**.
3. Press for **Connection**. Toggle to select **Data/Fax In Incoming Data only**.
4. Press **OK**. Notice that the phone displays “No incoming voice calls can be received”. Your phone returns to standby mode and displays *Data only*.
Returning to Voice Mode

To return to standby mode from Data/Fax mode:

1. From the Main Menu, press  for Wireless Web.
2. Press  for Connection.
3. Toggle to highlight Data/Fax In Off: Voice Call Only.
4. Press  . Notice that the phone displays “No incoming data/fax calls can be received”. Your phone returns to standby mode.

Note:
The phone always powers up in standby mode, even if it was powered down in Data/Fax mode. The phone also returns to standby mode if the data cable is disconnected.
Setting Your Phone’s Security

In this Section

- Accessing the Security Menu
- Locking Your Phone
- Unlocking Your Phone
- Using Special Numbers

By using the security setting on your Sprint PCS Phone™, you receive peace of mind without sacrificing flexibility. With several options available, you can customize your phone to meet your personal needs.
**Accessing the Security Menu**

You must enter your lock code to view the Security menu. If you forget your lock code, try using the last four digits of your Social Security number, the last four digits of your Sprint PCS Phone Number, or 0000.

To access the Security menu:

1. From standby mode, press \* for **Main Menu**.
2. Press 4 for **Setup/Tools**.
3. Press 3 for **Security**.
4. Enter your lock code, and the **Security** menu displays.

**Tip:**

If you cannot recall your lock code, try using the last 4 digits of your Social Security number, Sprint PCS Phone No., or 0000. If none of these work, call Sprint PCS Customer Care at 1-888-211-4PCS (4727).

**Locking Your Phone**

When your phone is locked, you can only receive incoming calls, or make emergency calls to 911, Sprint PCS Customer Care, or the three special numbers.

To lock your phone:

1. Access the **Security** menu.
2. Press 1 for **Lock Phone**. The available options are: **Unlocked**, **On Power-Up**, and **Lock Now**.
3. Toggle to highlight **Lock Now**, and press \*ok\*.

**Unlocking Your Phone**

To unlock your phone:

1. From standby mode, press \*menu\* for **Menu options**.
2. Enter your **Lock Code**.
Changing the Lock Code

To change your lock code:

1. Access the Security menu.
3. Enter a different Lock Code number (this will override your original lock code number), and press OK.

Write down your new code for your reference.

Calling in Lock Mode

You can place calls to 911 and to your special numbers when in lock mode.

To place an outgoing call in lock mode:

- To call an emergency number, special number, or Sprint PCS Customer Service, enter the phone number and press TALK.
- To place normal outgoing calls. Press MENU to display the lock code screen, enter the lock code. Enter the phone number, and press TALK to complete the call.

Using Special Numbers

You can hide up to three phone numbers that require your lock code to make them “special.”

All three special numbers can be manually dialed at any time, even when your phone is locked.

To make a number special:

1. From standby mode, press MENU for Main Menu.
4. Enter the phone’s lock code, the Security menu displays.
5. Press  for Special #.
6. Toggle to highlight an available space and press OK, or just press that space’s number. Enter the phone number, and press OK.
Erasing Special Numbers

To erase a special number:
1. Access the Security menu.
2. Press 3 for Special #.
3. Toggle to highlight the number that you wish to erase, and press OK.
4. Press CLR to erase the number, and press OK.

Erasing the Internal Phone Book

You can erase all the numbers stored in your Internal Phone Book. This is useful if you want to loan, or give your phone to a friend or family member.

To erase your Internal Phone Book:
1. Access the Security menu.
2. Press 4 for ErasePhonebook.
3. Press OK to erase.

If you do not wish to erase your Internal Phone Book, press CLR to return to the previous menu.

Resetting Your Phone

Resetting your phone returns all setup options to the factory’s default settings. All of your important personal data (Internal Phone Book, Voice Recordings), are unaffected by resetting your phone.

To reset your phone:
1. Access the Security menu.
2. Toggle to highlight Reset Phone, and press OK.
3. Press OK again, to reset the phone to the factory defaults.

The phone reboots (turns itself off and back on), restores the default settings, such as ringers, erases your messages and then returns to standby mode.
Personal Information Management

In this Section

- Accessing the Scheduler
- Adding New Events
- Alarm Clock

Your Sprint PCS Phone™ has been equipped with several personal information management features to help you manage your busy lifestyle. These features turn your phone into a time management planner that helps you keep up with your contacts, schedules and commitments. It takes productivity to a whole new level.
Accessing the Scheduler

Your scheduler helps organize your time and reminds you of important events.

How To Access Your Scheduler
1. From standby mode, press \( \text{Menu} \) for Main Menu.
2. Press \( \text{6} \) for Calendar.
3. Toggle to highlight an option. The options are: Today, Month View, Jump To Date, To Do List, Countdown, Alarm Clock and Set Time.
4. Press \( \text{OK} \) to open the selected option.

Calendar

Calendar functions allow you to schedule personal events and view them in an easily read calendar format. These functions are also available to you when you are talking on your phone.

Today

Allows you to schedule events for today, that will automatically appear on your “Today” events schedule for that day. You can schedule up to nine events for the current day with each event’s start and end time. You can even have your phone alert you before an event starts.

Month View

Month View allows you to view a calendar of the current month, a past month, or a future month. In Month View, the current date is highlighted on the calendar. Days with scheduled events are underlined. When in Month View, the navigation keys work like this:

- Moving the toggle left or right allows the calendar to be moved backward or forward a day.
- Moving the toggle up or down moves the calendar by one week.
- Using the volume \( \text{Up} \) \( \text{Down} \) keys allows the calendar to move month to month.
Jump To Date
Jump To Date allows you to specify the calendar date you want to view. Arriving at the desired date, you can enter, edit, and/or erase events in your calendar.

To Do List
Allows you to compile a list of items to be completed. Your phone can store and manage 20 “To Do List” items.

Countdown
Countdown allows you to find out how much time will elapse between the time entered and an event scheduled.
- Press the correct volume key to toggle between A.M. or P.M. or press 2 for A.M., or 7 for P.M.
- Countdowns can be entered for dates between the years 1980 and 2099.

Alarm Clock
Your Sprint PCS Phone has an alarm clock with three separate alarms. Each alarm can be set once, or daily at a programmed time.

Set Time
Your phone keeps the time and date directly from the Sprint PCS system while inside the Sprint PCS Service Area. If you roam outside of the Sprint PCS Service Area, or turn on your phone in an analog roaming area, you’ll need to set the time manually.

When you turn on your phone in Analog Mode you will be prompted to enter the current date and time. Press the appropriate keys to enter the correct date and time in a numeric mode. Time is represented as hh:mm A/P and the date is represented as 00/00/0000.

To Set Time using the menu options
1. From standby mode, press  for Main Menu.
2. Press  for Calendar.
Adding New Events

1. From standby mode, press \texttt{MENU} for \textbf{Main Menu}.
2. Press \texttt{5} for \textbf{Calendar}.
3. Press \texttt{1} for \textbf{Today}.
4. Press \texttt{MENU} for input mode options \texttt{T9 (English), Alpha, Symbol, and Number}. Select an option and press \texttt{OK} to activate.
5. Enter the event’s title or name information. You can enter up to 32 characters. For more information on Text and Symbol Entry refer to “Selecting a Character Input Mode” on page 46. The default entry mode is \texttt{T9 (English)}.
6. Press \texttt{OK} to continue to the \textbf{Next Step}.
7. Enter the start time and move the toggle key down once to move to the date field. Enter the date, and press \texttt{OK}.
8. Enter the end time and move the toggle key down once to move to the date field. Enter the date if different from what is shown, and press \texttt{OK}.
9. Toggle to select the alarm option of choice, and press \texttt{OK}. The options are: \textbf{10 minutes Before, On time, No Alarm, 1 hour Before, or 30 minutes Before}.
10. Press \texttt{OK}.

   \begin{itemize}
   \item Notice the heading “Event” at the top of the display screen. This informs you of how many events you have scheduled for the day and the number of the event you are displaying.
   \end{itemize}
11. Press and hold \texttt{CLR} to return to the \textbf{Calendar}. 

Section 13

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Viewing an Event
The Event screen displays the number of events listed for the current day. Toggle to scroll through other events. If no events are scheduled, you will be prompted to add a new event.

Editing an Event
1. From standby mode, press \texttt{MENU} for Main Menu.
2. Press \texttt{5} for Calendar.
3. Press \texttt{1} for Today.
4. Toggle to highlight an existing event, and press \texttt{MENU}.
5. Press \texttt{2} to edit that event, and continue to press \texttt{OK} until the information you want to edit displays. Enter the new information over the old, then press \texttt{OK} (If you are editing an alarm, toggle to scroll to the “New” option.)
6. Press \texttt{OK} until storing displays.
7. Press \texttt{CLR} to return to the Calendar.

Erasing an Event
1. From standby mode, press \texttt{MENU} for Main Menu.
2. Press \texttt{5} for Calendar.
3. Press \texttt{1} for Today.
4. Toggle to highlight an existing event, press \texttt{MENU} and press \texttt{3}, to erase. You are given the option to enter a new event. If you do not wish to enter a new event, press and hold \texttt{CLR} to return to the Calendar.

Tip:
Use the volume control keys to toggle by month through the Calendar, or toggle up or down to view by week.
Alarm Clock

Your Sprint PCS Phone has an Alarm Clock feature with three separate alarms. Each alarm can be set once, or daily at a programmed time of your choosing.

To set the Alarm Clock:

1. From standby mode, press **Menu** for Main Menu.
2. Press **5** for Calendar.
3. Press **6** for Alarm Clock.
4. Toggle to highlight Alarm #1, #2, or #3, and press **OK**, or select the number next to desired alarm.
5. Select "No Repeat" or "Daily?" for the alarm, and press **OK**.
6. Enter the date and time for the alarm. Use the volume keys on the side of the phone to select A.M. or P.M., or press **2** for A.M., or **7** for P.M. Note that no date setting is available for a Daily alarm.
7. Press **OK**.

Editing or Erasing a Programmed Alarm

1. Repeat steps 1 through 3 above.
2. Toggle to highlight the Alarm# you wish to set and press **OK**. The following options display: Edit, Erase or Exit.
3. Press **1** to select Edit. Choose either Daily? or No Repeat and enter a new date and time. Use the volume keys on the side of the phone to select A.M. or P.M. or press **2** for A.M., or **7** for P.M. Press **OK**. Your phone returns to the Alarm menu displaying the date and time of each alarm that is set. For further information see "Selecting Ringer Types for Alarms" on page 78.
4. Press **2** to Erase. This erases the alarm and returns you to the Alarm menu.
5. Press **3** to Exit, and return to the Calendar menu.
This section explains the features associated with your phone's Voice Services. The easy-to-follow instructions explain how to make calls by speaking into the phone. You'll also learn how to record voice memos.
Using Voice Dialing

Your Sprint PCS Phone features voice-activated dialing. You can call up to 10 stored entries by speaking the individual's or company's name into the microphone. Using the voice-activated dialing option requires that you first program the phone to recognize the name of the individual or company you are calling.

**Tips on recording names**
- Avoid recording similar names phonetically. If you record a name similar to one that is already stored in a voice-dial memory, the phone requests another name.
- Avoid recording in a noisy place.
- Speak clearly and naturally.
- Avoid very long or very short names. Names with two to five syllables are recommended.
- If a voice dial entry does not properly connect, you may need to record the name and number again.

Programming the Phone for Voice Dialing

Programming your Sprint PCS Phone for voice activated dialing is easy. The phone provides voice prompts and screen displays to guide you through the recording process. To program the phone for voice activated dialing:

1. From the **Main Menu** press \(5\) for **Voice Dial**.
2. Press \(6\) for **Record**. The phone will prompt you to say the name you want to program.
3. Wait for the beep and then say the name. For best results, use names with at least two syllables, or use both a first and last name. The phone stores the name as a “first” sample, and then prompts you to say the name again.
4. Respond to the prompt by repeating the name after the beep exactly as you did the first time. The phone stores the name as a second sample and then requests the phone number.
5. Enter the phone number on the keypad.
6. To store the phone number, press \textit{OK}. The number you entered displays, along with the notification 'Recorded'. If the number you entered matches a name/number already stored in your Internal Phone Book, then the name also displays.

7. The screen then returns to the \textbf{Voice Dial} menu.

\textbf{Setting Up Voice Dial}

Voice Dial is always active once you have programmed the phone to accept Voice Dial entries. To place voice activated calls, press and hold \textit{Talk}. Then say the name into the phone after you hear the voice prompt and the beep.

You can also initiate a voice activated call by opening the flip, when the Voice Dial option is activated.

To change the Voice Dial setup options:

1. From the \textbf{Main Menu} press \textit{7} for \textbf{Voice Dial}.
2. Press \textit{4} for \textbf{Set Active}.
3. Press the toggle to locate the option:
   - \textit{Talk Only} Enables voice dialing by pressing and holding \textit{Talk}.
   - \textit{Talk / Flip} Enables voice dialing by pressing and holding \textit{Talk} (when the phone is open), or by simply opening the phone's flip cover.
4. When the desired option displays, press \textit{OK}.

\textbf{Placing a Call Using Voice Dial}

To place a call if Voice Dial is inactive:

1. Open the phone.
2. Press and hold down the \textit{Talk} key.
3. At the voice prompt, say the name into the phone.
   - The phone automatically places the call if it recognizes the name.
   - If the phone does not recognize the name, it prompts for the name again.
   - If the phone is unable to recognize the name after two attempts, it prompts “The name cannot be recognized.” and the following message displays: “Cannot recognize
name. Please check name.” The phone returns automatically to standby mode, and you can try the call again later.

**Reviewing Voice Dial Entries**

To review Voice Dial entries:

1. From the **Main Menu** press 7 for **Voice Dial**.
2. Press 2 for **Review**. A list of your stored voice dial numbers display, (the names also display if stored in the Internal Phone Book).
3. Press the associated key to select the desired entry, or toggle to the desired entry and press OK. The recorded name plays audibly. You can toggle through entries without having to listen to each one, or you can listen to them all as they play in order.
4. Press CLR to return to the previous screen.

**Erasing Voice Dial Entries**

To erase an individual Voice Dial entry:

1. From the **Main Menu** press 7 for **Voice Dial**.
2. Press 2 for **Review**. A list of entries displays.
3. Press the associated key to select the desired entry, or toggle to highlight the desired entry, and press OK. The recorded name plays audibly and you are prompted with “OK: Erase”.
4. Press CLR to Erase that entry.

To erase all Voice Dial entries:

1. From the **Main Menu** press 7 for **Voice Dial**.
2. Press 3 for **Erase All**. You are given a confirmation screen and a confirmation voice prompt.
3. Press CLR to Erase all Voice Dial entries or CLR to return to the previous screen.
Experiencing Sprint PCS Wireless Web℠

In this Section

- Launching the Sprint PCS Wireless Web Browser
- Creating and Finding Bookmarks
- Using Sprint PCS Wireless Web Mail
- Using AOL Instant Messenger℠ Service with your Sprint PCS Phone
- Using Sprint PCS Wireless Web Short Mail℠
- Signing Up for Sprint PCS Wireless Web Updates
- Setting Up a Sprint PCS Wireless Web Connection

By now you’ve discovered the great features that come with your Sprint PCS Phone™. Now it’s time to experience the Sprint PCS Wireless Web. Let the adventure begin.
The Sprint PCS Wireless Web

With the Sprint PCS Wireless Web and your wireless Internet-ready phone, you have access to many features via the wireless Internet:

- **The Sprint PCS Wireless Web Browser** allows you to view specially-designed text versions of popular websites.
- **Sprint PCS Wireless Web Mail** lets you send and receive e-mail quickly and easily.
- **AOL Instant Messenger Service** lets you keep in touch with family and friends via two-way instant messaging.
- **With Sprint PCS Wireless Web Short Mail**, you can use a person’s Sprint PCS Phone Number to send instant text messages from your Internet-ready Sprint PCS Phone to their Internet-ready Sprint PCS Phone — and they can send messages to you.
- **The Sprint PCS Wireless Web Connection** lets you connect to the Internet or your company’s network with a laptop PC or hand-held computing device, and a Sprint PCS Wireless Web™ Connection Kit.
- **Sprint PCS Wireless Web Updates** let you receive daily information updates, including weather, stock quotes and sports scores.

**Note:**

Sprint PCS Wireless Web service will not work when roaming off the Sprint PCS Nationwide Network and it may not be available in select affiliate areas.
The Sprint PCS Wireless Web Browser

Your phone comes equipped with a MiniBrowser, which allows you to access up-to-the minute information through the Sprint PCS Wireless Web.

You can view specially-designed text versions of popular Internet sites, including Yahoo!, Amazon.com®, The Weather Channel®, and more. Browsing the Sprint PCS Wireless Web using your phone is rather different from using a home computer because sites display specialized text and reduce their graphics.

The MiniBrowser connects to the Internet by placing a call. Note that appears on the display whenever a call is in progress, just as with a regular voice call. Service charges vary depending upon your service option.

Launching a Sprint PCS Wireless Web Browser Session

To launch the Sprint PCS Wireless Web Browser:

1. Press for Main Menu.
4. Press to launch the MiniBrowser.

The first time you use the MiniBrowser, you’ll be prompted to enable the security feature. This automatic process will take 3–6 minutes to complete, and it occurs just once. When the process is complete, you’re ready to start using the Sprint PCS Wireless Web. You will also be informed that charges will apply to Browser calls.

Following the security setup, you’ll see the Sprint PCS Wireless Web Home Page. This is the main page for the MiniBrowser and it gives you access to all the sites in the Sprint PCS Wireless Web. The next time you use the MiniBrowser, you may not see the Home Page at first.
because the MiniBrowser will display the page you were viewing when you last exited the MiniBrowser.

**WIRELESS WEB**

1. Messaging  
2. My Wireless Web  
3. AOL  
4. Business Tools  
5. Yahoo!  
6. MSN Mobile  
7. Finance  
8. Travel  
9. @SprintPCS  
   ▶ More...

**The Sprint PCS Wireless Web Home Page**

You may notice that sometimes the MiniBrowser will launch without placing a call. This is because the phone stores recently viewed pages in its' memory cache. The MiniBrowser will connect automatically when you access a page that's not stored in the cache.

If the phone has been inactive for a while and a new wireless Internet site has not been requested, the MiniBrowser will automatically disconnect. The MiniBrowser will remain active – only the connection will end. The MiniBrowser will automatically reconnect when you go to a wireless Internet site that’s not stored in the phone’s memory cache. For this reason, you may find that you are billed for several network connections within a single session. This is normal and is designed to minimize air time charges.

When launching the MiniBrowser, you may see a reminder that MiniBrowser calls will be charged.
Using the Sprint PCS Wireless Web Browser

Using the MiniBrowser is easy once you’ve learned a few basics. Here are some tips for navigating the Sprint PCS Wireless Web:

Softkeys

The bottom line of the MiniBrowser contains a row of softkeys. These are your main controls for getting around. To activate a softkey:

- Toggle to select the desired softkey, and press OK.

Toggle left or right a few times and you’ll see more softkeys. Depending on the wireless Internet site you are using, the first two softkeys may change names and functions, but other softkeys are always available and give you access to these special features:

- **OK** accesses the Sprint PCS Wireless Web
- **Menu** accesses the Sprint menu.
- **MnMenu** accesses the Browser menu.
- **Home** accesses the Sprint PCS Wireless Web Page.
- **Exit** allows you to exit the browser and disconnect.

Scrolling

As with other parts of your phone’s menu, you’ll have to scroll up and down to see everything on some wireless Internet sites.

- Scroll up or down to view line by line. You can also use the volume keys on the side of your phone to quickly find one page at a time rather than one line at a time.
Selecting

Once you’ve learned how to activate the softkeys, you can start navigating the Wireless Web Internet sites.

- Select on-screen items, toggle to highlight the desired item, then select the desired softkey by pressing OK.

You’ll find that the left softkey is used primarily for selecting items. This softkey is often labeled “OK,” but don’t confuse it with the key on your phone, which always activates the highlighted softkey.

- If the items on a page are numbered, you can also use your keypad (numbered keys) to select an item.

Links, which appear [in brackets], allow you to jump to different wireless Internet pages, select special functions or even place phone calls.

- Select links by highlighting the link, and then activating the appropriate softkey, which is usually, (but not always), the left softkey.

Going Home

- To return to the Sprint PCS Wireless Web Home Page, toggle to select Home and press OK.

Going to a Wireless Web Internet Site

From the Sprint PCS Wireless Web Home Page, you can go to a wireless Internet site simply by highlighting the desired site name and selecting the OK softkey.

To access a site that does not appear on the Home Page, use the Go To… function (on page 3 of the Home Page). You’ll be required to enter the URL (site address) for the site you wish to visit. It is not necessary to enter “http://” before the site name. Remember only HDML and WML sites are accessible.

Tip:
The tenth item in a numbered list may be selected by pressing the 0 (zero) key on your phone’s keypad, even though the number 0 on screen.

Note:
Some links do not display other pages.

Note:
Only specially-designed wireless Internet sites are available via the “Go To…” function.
Going Back

To go back one page, press CLR.

Entering Text

Some wireless Internet sites require that you enter text by using your phone's keypad. For further information see "Entering Characters by Using the Keypad" on page 46.

Creating a Bookmark

Bookmarks allow you to store the address of favorite wireless Internet pages for easy access at a later time.

To create a bookmark:

1. From the Wireless Web home page, highlight to select Menu and press OK to go to the page you wish to bookmark. (A title for the Bookmark may display.)
2. Press MnMenu to access the Browser Menu.
3. From the Browser Menu, select Mark Site, and press OK to save.
4. Select CLR to return to the screen that you marked and resume navigation within the Sprint PCS Wireless Web Browser.
   
   The new bookmark is added to your "Bookmark" list.

Accessing a Bookmark

To access a bookmark from the WIRELESS WEB:

1. Toggle to highlight MnMenu, and press OK.
2. Toggle to highlight Bookmarks, and press OK.
3. Toggle to highlight the bookmark you want to display, and press OK. Toggle to select OK, and press OK.

Note:

Bookmarking a page does not store the page contents, just its address.

Note:

Some pages cannot be bookmarked. Bookmark availability is determined by web site developers.
Deleting a Bookmark

1. From the bookmark list, toggle to highlight the bookmark you want to delete, and press \[OK\].
2. Toggle to select Erase, and press \[OK\]. A message displays prompting you to confirm deletion. Press \[OK\] to delete the bookmark.

The Browser Menu

The Browser Menu contains several special functions. To access the Browser Menu, toggle to highlight the Help softkey, and press \[OK\].

► Reload to refresh the display
► Home to access the Sprint PCS Wireless Web Home Page.
► Bookmarks to mark the site.
► Mark Site to create a bookmark for the current wireless Internet site.
► About Phone.com… to display information about the Phone.com browser.
► Advanced to display advanced options for your Sprint PCS Wireless Web Browser. (You should only use when instructed by Sprint PCS Customer Care.)

Ending a Browser Session

To end a browser session and disconnect from the Sprint PCS Wireless Web, press \[END\].

Troubleshooting

If you’re having trouble using the Sprint PCS Wireless Web Browser, use the following troubleshooting guide:

Problem You can’t escape from a particular site.
Recommendation Go to the Sprint PCS Wireless Web Home Page by using the toggle arrows, toggle to highlight the Home softkey, then press \[OK\].

Problem You continue to receive errors when using a certain site.
**Recommendation** Try again later. Sites are sometimes temporarily inaccessible due to high traffic volume. If the problem persists, there may be a problem with the site.

**Problem** The MiniBrowser appears to be malfunctioning or stops responding.

**Recommendation** Reset the MiniBrowser by going to the Browser Menu and selecting the “Reload” option. If that doesn’t work, turn your phone off, then on again. If that also fails, try removing the battery and then replacing it. If none of these solutions work, please contact Sprint PCS Customer Care.

**Problem** An error message prompt states the phone is not registered for Sprint PCS Wireless Web services.

**Recommendation** Sprint PCS Wireless Web services can take longer to activate than voice services. Please try again later. If the problem persists for more than one day, please contact Sprint PCS Customer Care.

**Problem** The message “Service Not Available” appears.

**Recommendation** Your phone can’t acquire a signal or you are in an area that does not yet support Sprint PCS Wireless Web services. If possible, move to an area that supports Sprint PCS Wireless Web services. If you continue to receive this message, please contact Sprint PCS Customer Care.

**Problem** The message “Data Server Unavailable” appears.

**Recommendation** Sprint PCS Wireless Web services are temporarily unavailable. Please try again later. If this problem persists, contact Sprint PCS Customer Care.

**Problem** The message “IP Address Missing” appears.

**Recommendation** Your phone’s factory settings have been altered. Please contact Sprint PCS Customer Care for assistance.
Sprint PCS Wireless Web Mail

With Sprint PCS Wireless Web Mail, you can set up a Sprint PCS e-mail account at no additional charge, and perform many of the typical email functions using your Sprint PCS Phone as you can from your personal computer using www.sprintpcs.com. Or, if you prefer, you can access other select e-mail providers, including America Online.

To set up and use your Sprint PCS Wireless Web Mail:

1. From the Main Menu, toggle to highlight Wireless Web, and press OK. Select Launch Browser, and press OK.

2. If the Sprint PCS Wireless Web Home Page is not displayed, press OK.

3. Toggle to highlight @SprintPCS (or AOL), and press OK.

4. Toggle to highlight Sprint PCS Mail, and press OK. If you are a first-time user, follow the prompts to set up your Sprint PCS Wireless Web account. A user name and password must also be established.

5. To view your messages toggle to highlight Inbox, and press OK, (or toggle to highlight Mail from the America Online home page and press OK).

6. Toggle to highlight the message you wish to read, and press OK.

7. After you have read the message, you can select an action at the end of the message, such as Erase, Reply, Reply All or Next Message, or select the Menu softkey for a full list of options.

AOL Instant Messenger Service

The AOL Instant Messenger Service lets you keep in touch with family and friends via two-way instant messaging. Simply type a message using your Sprint PCS Phone's keypad or your personal computer, and send it off to friends and family in your Buddy List group, and they'll receive your message instantly. Messages can be sent from Sprint.
PCS Phone to Sprint PCS Phone, personal computer to Sprint PCS Phone, and Sprint PCS Phone to personal computer. When you receive a new message, you will be informed by a Sprint PCS Wireless Web Alert — even when you are not logged on to the Sprint PCS Wireless Web.

To sign up for AOL Instant Messenger service, visit the AOL Instant Messenger page from your personal computer at www.sprintpcs.com. Or visit www.aol.com and register for an AOL Instant Messenger screen name and password by downloading the software as instructed. You do not have to be an AOL member to utilize this service.

To access AOL Instant Messenger from your Sprint PCS Phone:

1. From the **Main Menu**, toggle to **Wireless Web** and press **OK**. Press **3**, or select **Launch Browser** and press **OK**.

2. If the **WIRELESS WEB** home page is not displayed, press **OK**.

3. Toggle to highlight **Messaging** or **AOL**, and press **OK**.

4. Toggle to highlight **AOL IM**, and press **OK**.

5. When the **AOL Instant Messenger** screen is displayed, toggle to highlight the **OK** softkey, and press **OK**.

6. Enter your AOL Instant Messenger screen name and press **OK**. (Use the screen name you created when you signed up for the AOL Instant Messenger Service.)

7. Enter the password associated with your screen name and press **OK**. The AOL Instant Messenger menu is displayed.

**Note:**
Remember, all the letters in your password must be lowercase.
Sprint PCS Wireless Web Short Mail

Sprint PCS Wireless Web Short Mail is perfect for those instances when you need to send someone a message, but don’t have their email address or they’re not on your AOL Instant Messenger Buddy List. With Sprint PCS Wireless Web Short Mail, you can use a person’s Sprint PCS Phone Number to send instant text messages from your Internet-ready Sprint PCS Phone to their Internet-ready Sprint PCS Phone — and they can send messages to you. When you receive a new message, you’ll automatically be notified with a Sprint PCS Web Alert.

To send a Short Mail message:

1. From the Main Menu, toggle to highlight Wireless Web and press OK. Press , or select Launch Browser and press OK.
2. If the WIRELESS WEB home page is not displayed, press OK.
3. Toggle to highlight Messaging and press OK.
4. Toggle to highlight Short Mail and press OK.
5. Toggle to highlight Compose and press OK.
6. Enter a Sprint PCS Phone Number and press OK.
7. Select Type Msg (to enter a message up to 100 characters), Pre-Set Msgs (to select a preset message) or Icons and press OK.
8. Enter your text, or select a preset message, or icon and press OK.
9. To send the message, select the SEND softkey and press OK.

Note: You can customize your own preset messages from your Sprint PCS Phone or by visiting www.sprintpcs.com.
Signing up for Sprint PCS Wireless Web Updates

With Sprint PCS Wireless Web Updates, you can have the Internet-based information sent directly to your Sprint PCS Phone at the times you choose. When you select the Sprint PCS Wireless Web option, up to 50 updates can be sent to your phone each month at no additional charge.

To select the Internet-based information you want sent to your Sprint PCS Phone:

1. From your computer, log on to the Internet.
2. Go to the site from which you want to receive information. A few of the sites you can visit are America Online, amazon.com, eCompare!, ebay, FoxSports.com and FTD.com. (The location where you request updates within each site will vary.)
3. Where indicated on the site, input your Sprint PCS 10-digit phone number followed by “@messaging.sprintpcs.com.” For example: 5551234567@messaging.sprintpcs.com.

Upon completing the registration process, you should begin receiving your updates on your Sprint PCS Phone as requested.

Setting up a Sprint PCS Wireless Web Connection

Getting Started

Your wireless Internet-ready Sprint PCS Phone allows you to connect to a laptop PC, or a hand-held or palm-sized computing device to send and receive e-mail, access the Internet, or your company’s network and much more, without searching for a wall-mounted telephone jack. In just three steps you can use your connectivity:

1. First, you’ll need a Sprint PCS Wireless Web™ Connection Kit (sold separately). For purchase information, see “How To Order” on page 113.

Note:
You will not need to install the Sprint PCS Dialer for Palm or HPC/Windows CE.
2. Connect your laptop PC to your Sprint PCS Phone by using the serial data cable. The cable adapter will connect to a hand-held or palm-sized computing device.

3. Finally, take a few minutes to install the Sprint PCS Dialer software onto your computer using the CD.
   ▶ For complete details on how to install and use this software, refer to the user guide in the Sprint PCS Wireless Web Connection Kit you purchased.

**Placing a Call**

To place a call when you’re connected to the Sprint PCS Wireless Web:

1. Make sure the cable is connected properly.
2. Open the Sprint PCS Dialer software or application on your computer and place the call.
   ▶ The phone displays the number your computer is calling and a “connecting” message is displayed.
   ▶ Once the call successfully connects, your phone’s display shows you information on the status of the data call.

**Receiving Sprint PCS Wireless Calls**

Most users use the Sprint PCS Wireless Web Connection to place outgoing data/fax calls. But you can also set up your Sprint PCS Phone to receive (host) data and fax calls. Because each phone is different, the Sprint PCS Wireless Web Connection Kit doesn’t include instructions for how to set up your phone to receive data and fax calls. Here’s the procedure to set up your Sprint PCS Phone to receive a (mobile-terminated) data or fax call:

1. Select the menu option that enables incoming data/fax calls. Note that incoming voice calls are not possible when your Sprint PCS Phone is set to receive data/fax calls.
2. Once you’ve received the incoming data/fax call, you may want to return the phone to its normal state by disabling incoming data/fax calls.

Using Special Features During a Sprint PCS Wireless Web Call

Your phone gives you the ability to use special features while you’re on a Sprint PCS Wireless Web call. These features are outlined below:

- **Caller ID** Just like your phone stores regular Caller ID numbers, it also stores the numbers of incoming Sprint PCS Wireless Web Connection calls. To distinguish between the two types of calls, “Data” or “Fax” displays on the screen, together with the number of the caller when you view your Caller ID records.

- **Call Waiting** If someone tries to reach you while you’re connected to the Sprint PCS Wireless Web, your phone behaves as though turned OFF. Depending on your service, callers may get your voicemail. Call Waiting is automatically deactivated whenever you place or receive a Sprint PCS Wireless Web Connection call.

- **Accessing Features** You can still access most of your phone’s features while connected on a Sprint PCS Wireless Web Connection call. You can navigate the phone’s menu system to change or view your phone’s features or phone book entries. You can also read messages or view the Caller ID records that you received before placing the call.

Ending a Sprint PCS Wireless Web Call

It’s important to note that some of the normal ways to end a call won’t work with the Sprint PCS Wireless Web Connection calls. You should always close the connection through the application on your computer. Your phone will then return to Standby mode.
Selecting Your Accessories

In this Section

- Overview of Available Accessories for your Phone
- How to Order

We offer a variety of accessories for your new Sprint PCS Phone™. Choose from chargers, batteries and hands-free devices — all designed to give you more flexibility and convenience.
Accessory Options

Standard Battery
The standard battery provides approximately 3.8 hours of continuous talk time in digital mode and 1.3 hours of continuous talk time in analog mode or approximately 130 hours of continuous standby time in digital mode and 17 hours continuous standby time in analog mode. The battery charges in about 3 hours using any of the charging accessories available with this phone.

Cigarette Lighter Adapter
You can charge your phone (even during a call) in your vehicle using the cigarette lighter adapter.

Hands-Free Car Kit
Allows you to operate your phone hands-free so you can drive safely. It also charges the phone’s battery.

Desktop Charger
The Desktop Charger uses an AC adapter and is provided with your phone for convenient charging.

Travel Charger
Compact and lightweight, this is a convenient way to charge your phone while on the road.

Sprint PCS Wireless Web™ Connection Kit
This convenient connectivity kit connects to the serial port and contains Sprint PCS Dialer™ software, a serial data cable and a cable adapter to connect your Sprint PCS Phone to your mobile computing device. The Sprint PCS Wireless Web Connection Kit is designed for Apple® Macintosh® portables, PC laptops and Windows® CE devices.

Sprint PCS Wireless Web Connection Car Kit
This multi-device kit enables socket and/or PC card slot connection to the PCMCIA slot — simplifying the

Section 16
Selecting Your Accessories
connection and expanding the number of available peripherals by freeing up the serial port for fax or printer use. This kit contains Sprint PCS Dialer software, a serial data cable and a cable adapter to connect your Sprint PCS Phone to your mobile computing device. The kit contains all the components necessary to connect laptops, Windows CE devices and Macintosh portables.

**How To Order**

Most Sprint PCS Accessories found at local Sprint PCS Centers can also be purchased through the Sprint PCS Accessory Hotline® by calling 1-800-974-ACC1 (2221) or from your Sprint PCS Phone. Next day delivery is offered in select areas. You can also visit our web site at www.sprintpcs.com.
Part of getting the most out of your Sprint PCS Phone™ is knowing where and how it works at optimum efficiency. This section outlines performance and safety guidelines that ensure you experience the full quality that your Sprint PCS Phone was designed to give to you.
Getting the Most Out of Your Reception

Keeping Tabs on Signal Strength
The quality of each call you make or receive depends on the signal strength in your area. Your phone informs you of the current signal strength by displaying a number of bars next to the signal strength icon. The more bars displayed, the stronger the signal.

If you’re inside a building, being near a window may give you better reception.

Understanding the Power Save Feature
If your phone is unable to find a signal after 15 minutes of searching, a Power Save feature is automatically activated. If your phone is active, it periodically rechecks service availability or you can check it yourself by pressing any key. Anytime the Power Save feature is activated, a message displays on the screen. When a signal is found, your phone returns to standby mode.

Understanding How Your Phone Operates
Your phone is basically a radio transmitter and receiver. When it's turned on, it receives and transmits radio frequency (RF) signals. When you use your phone, the system handling your call controls the power level. This power can range from 0.006 watts to 0.2 watts in digital mode.
Knowing Radio Frequency Safety

The design of your Sprint PCS Phone complies with updated NCRP standards described below.

In 1991-92, the Institute of Electrical and Electronics Engineers (IEEE) and the American National Standards Institute (ANSI) joined in updating ANSI’s 1982 standard for safety levels with respect to human exposure to RF signals. More than 120 scientists, engineers and physicians from universities, government health agencies and industries developed this updated standard after reviewing the available body of research. In 1993, the Federal Communications Commission (FCC) adopted this updated standard in a regulation. In August 1996, the FCC adopted a hybrid standard consisting of the existing ANSI/IEEE standard and the guidelines published by the National Council of Radiation Protection and Measurements (NCRP).

Maintaining Your Phone’s Peak Performance

There are several simple guidelines to operating your phone properly and maintaining safe, satisfactory service.

- Hold the phone with the antenna raised, fully-extended and over your shoulder.
- Try not to hold, bend or twist the phone’s antenna.
- Don’t use the phone if the antenna is damaged.
- Speak directly into the phone’s receiver.
- Avoid exposing your phone and accessories to rain or liquid spills. If your phone does get wet, immediately turn the power off and remove the battery. If it’s inoperable, return it to a Sprint PCS Center or call Sprint PCS Customer Care for service.

Note:
For the best care of your phone, only Sprint PCS authorized personnel should service your phone and accessories. Faulty service may void the warranty.
Maintaining Safe Use of and Access to Your Phone

FAILURE TO FOLLOW THE INSTRUCTIONS OUTLINED MAY LEAD TO SERIOUS PERSONAL INJURY AND POSSIBLE PROPERTY DAMAGE.

Using Your Phone While Driving

Talking on your phone while driving is illegal in some states. Even where it's not, it can divert your attention from driving. Remember that safety always comes first.

When using your phone in the car:

- Get to know your phone and its features, such as speed dial and redial.
- When available, use a hands-free device.
- Position your phone within easy reach.
- Let the person you are speaking to know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
- Do not take notes or look up phone numbers while driving.
- Dial sensibly and assess the traffic; if possible, place calls when you stationary or before pulling into traffic.
- Do not engage in stressful or emotional conversations that may divert your attention from the road.
- Dial 911 to report serious emergencies. It's free from your wireless phone.
- Use your phone to help others in emergencies.
- Call roadside assistance or a special non-emergency wireless number when necessary.

Following Safety Guidelines

To operate your phone safely and efficiently, always follow any special regulations in a given area. Turn your phone off in areas where use is forbidden or when it may cause interference or danger.

Tip:
Purchase an optional Hands-Free Car Kit.
**Using Your Phone Near Other Electronic Devices**

Most modern electronic equipment is shielded from radio frequency (RF) signals. However, RF signals from wireless phones may affect inadequately shielded electronic equipment.

RF signals may affect improperly installed or inadequately shielded electronic operating systems and/or entertainment systems in motor vehicles. Check with the manufacturer or their representative to determine if these systems are adequately shielded from external RF signals. Also check with the manufacturer regarding any equipment that has been added to your vehicle.

Consult the manufacturer of any personal medical devices, such as pacemakers and hearing aids, to determine if they are adequately shielded from external RF signals.

**Turning Off Your Phone Before Flying**

Turn off your phone before boarding any aircraft. To prevent possible interference with aircraft systems, the U.S. Federal Aviation Administration (FAA) regulations require you to have permission from a crew member to use your phone while the plane is on the ground. To prevent any risk of interference, FCC regulations prohibit using your phone while the plane is in the air.

**Note:**
Always turn off the phone in health care facilities and request permission before using the phone near medical equipment.
Turning Off Your Phone in Dangerous Areas

To avoid interfering with blasting operations, turn off your phone when in a blasting area or in other areas with signs indicating that two-way radios should be turned off. Construction crews often use remote-control RF devices to set off explosives.

Turn off your phone when you’re in any area that has a potentially explosive atmosphere. Although it’s rare, your phone or its accessories could generate sparks. Sparks could cause an explosion or a fire resulting in bodily injury or even death. These areas are often, but not always, clearly marked. They include:

- Fueling areas such as gas stations.
- Below deck on boats.
- Fuel or chemical transfer or storage facilities.
- Areas where the air contains chemicals or particles such as grain, dust or metal powders.
- Any other area where you would normally be advised to turn off your vehicle’s engine.

Restricting Children’s Access to your Phone

Your Sprint PCS Phone is not a toy. Children should not be allowed to play with it because they could hurt themselves and others, damage the phone or make calls that increase your phone bill.

Note:

Never transport or store flammable gas, liquid or explosives in the compartment of your vehicle that contains your phone or accessories.
Caring for the Battery

Protecting your Battery

The guidelines listed below help you get the most out of your battery’s performance.

- Use only Sprint PCS-approved batteries and desktop chargers. These chargers are designed to maximize battery life. Using other batteries or chargers voids your warranty and may cause damage.
- In order to avoid damage, charge the battery only in temperatures that range from 32°F to 113°F (0°C to 45°C).
- Don’t use the battery charger in direct sunlight or in high humidity areas, such as the bathroom.
- Never dispose of the battery by incineration.
- Keep the metal contacts on top of the battery clean.
- Don’t attempt to disassemble or short-circuit the battery.
- The battery may need recharging if it has not been used for a long period of time.
- It’s best to replace the battery when it no longer provides acceptable performance. It can be recharged hundreds of times before it needs replacing.
- Don’t store the battery in high temperature areas for long periods of time. It’s best to follow these storage rules:

  Less than one month:
  4°F to 140°F (-20°C to 60°C)

  More than one month:
  4°F to 113°F (-20°C to 45°C)
Disposal of Lithium Ion (LiIon) Batteries
For safe disposal options of your LiIon batteries, contact your nearest Sprint PCS-authorized service center.

Special Note: Be sure to dispose of your battery properly. In some areas, the disposal of batteries in household or business trash may be prohibited.

Acknowledging Special Precautions and the FCC Notice

FCC Notice
The phone may cause TV or radio interference if used in close proximity to receiving equipment. The FCC can require you to stop using the phone if such interference cannot be eliminated.

Vehicles using liquefied petroleum gas (such as propane or butane) must comply with the National Fire Protection Standard (NFPA-58). For a copy of this standard, contact the National Fire Protection Association, One Batterymarch Park, Quincy, MA 02269, Attn: Publication Sales Division.

Cautions
Any changes or modifications to your phone not expressly approved in this document could void your warranty for this equipment, and void your authority to operate this equipment. Only use approved batteries, antennas and chargers. The use of any unauthorized accessories may be dangerous and void the phone warranty if said accessories cause damage or a defect to the phone.

Although your phone is quite sturdy, it is a complex piece of equipment and can be broken. Avoid dropping, hitting, bending or sitting on it.

Note:
For safety, do not handle a damaged or leaking LiIon battery.
Body-Worn Operation
To maintain compliance with FCC RF exposure guidelines, if you wear a handset on your body, use the Sprint PCS supplied or approved carrying case, holster or other body-worn accessory. If you do not use a body-worn accessory, ensure that the antenna is at least one inch (2.5 centimeters) from your body when transmitting. Use of non-Sprint PCS approved accessories may violate FCC RF exposure guidelines.

For more information about RF exposure, please visit the FCC website at www.fcc.gov.

Specific Absorption Rates (SAR) for Wireless Phones
The SAR is a value that corresponds to the relative amount of RF energy absorbed in the head of a user of a wireless handset. The SAR value of a phone is the result of an extensive testing, measuring and calculation process. It does not represent how much RF the phone emits. All phone models are tested at their highest value in strict laboratory settings. But when in operation, the SAR of a phone can be substantially less than the level reported to the FCC. This is because of a variety of factors including its proximity to a base station antenna, phone design and other factors. What is important to remember is that each phone meets strict federal guidelines. Variations in SARs do not represent a variation in safety.

All phones must meet the federal standard, which incorporates a substantial margin of safety. As stated above, variations in SAR values between different model phones do not mean variations in safety. SAR values at or below the federal standard of 1.6 W/kg are considered safe for use by the public.

This wireless portable device has been shown to be capable of compliance for localized specific absorption rate (SAR) for uncontrolled environment/general population exposure...
limits specified in ANSI/IEEE Std. C95.1-1992 and has been tested in accordance with the measurement procedures specified in ANSI/IEEE Std. C95.3-1992.

Part 22 AMPS Mode - Head Max. SAR: 1.1860 W/Kg
Part 22 AMPS Mode - Body Max. SAR: 1.4610 W/Kg
Part 24 PCS Mode - Head Max. SAR: 1.3415 W/Kg
Part 24 PCS Mode - Body Max. SAR: 0.8347 W/Kg

Owner's Record

The model number, regulatory number and serial number are located on a nameplate inside the battery compartment. Record the serial number in the space provided below. This will be helpful if you need to contact us about your phone in the future.

Model:
Serial No.:

User Guide Proprietary Notice

CDMA Technology is licensed by QUALCOMM Incorporated under one or more of the following patents:
4,901,307  5,109,390  5,267,262  5,416,797
5,506,865  5,544,196  5,657,420  5,101,501
5,267,261  5,414,796  5,504,733  5,535,239
5,600,754  5,778,338  5,228,054  5,337,338
5,710,784  5,056,109  5,568,483  5,659,569
5,490,165  5,511,073

T9 Text Input is licensed by Tegic Communications and is covered by U.S. Pat. 5,818,437, U.S. Pat. 5,953,541, U.S. Pat. 6,011,554 and other patents pending.
This section contains the Terms and Conditions of Services for your Sprint PCS Phone™ and the manufacturer's warranty.
Terms and Conditions of Services

(Effective as of November 24, 2003 until replaced)

Thanks for choosing Sprint. These terms and conditions are part of your agreement with Sprint for PCS Services.

The terms and conditions included with your PCS Phone may not be the most current version. For the most current version of the terms and conditions, please visit our website at www.sprintpcs.com or call PCS Customer Service Solutions at 1-888-211-4PCS. If you activated PCS Services before the effective date of these terms and conditions, these terms and conditions replace and supersede any previous terms and conditions.

If you have questions about your PCS Services, please visit our website at www.sprintpcs.com or call PCS Customer Service Solutions at 1-888-211-4PCS (4727).

Para solicitar esta literatura en español, por favor contactar a 1-888-211-4PCS(4727).

Agreement. Your agreement ("Agreement") with Sprint Spectrum L.P. and any of its affiliates doing business as Sprint providing PCS Services ("Services") to you is made up of these Terms and Conditions of Service ("Terms") and the Service Plan that we agree to provide you. Your "Service Plan" is described in our marketing materials, and includes the terms, rates and features we set for that Service Plan. In the agreement, we use the words "we," "us," "our" or "Sprint" to refer to Sprint Spectrum L.P. and its affiliates doing business as Sprint. You accept the agreement when you activate PCS Services or make any attempt to use our PCS Services (for example, attempting to place any call while on or roaming off the Sprint Nationwide PCS Network, using data services, etc.). We may change the Agreement at any time by giving you prior notice. Any changes to the Agreement are effective when we publish them. If you use our Services or make any payment to us on or after the effective date of the changes, you accept the changes. If we change a material term of the Agreement and that change has a material adverse effect on you, you may terminate the Agreement without an early termination fee by calling 1-888-211-4727 within 30 days after the invoice date of the first invoice your receive after the changes go into effect. You understand and agree that taxes, Universal Service fees and other charges imposed by the government or based on government calculations may increase or decrease on a monthly basis, and that this paragraph does not apply to any increases in such taxes, Universal Service fees and other charges.

Provision of Service. Your purchase of a PCS Phone or other equipment does not mean that we must provide Services to you. We may decide not to provide Services to you for any lawful reason. We may request that you provide us with any information we reasonably require to determine whether you qualify for Services. Services in some areas are managed and provided under contract with Sprint by independent affiliates with access to the Sprint Nationwide PCS Network. Some
Services may not be available or may operate differently in certain affiliate markets or other areas.

**Credit Verification.** You must have and maintain satisfactory credit to receive and continue to receive Services. We will verify your credit before agreeing to provide Services to you and we may verify your credit at any time while we provide Services to you. Credit verification may include a review of credit reports that we receive from credit bureaus. If at any time we determine, in our sole discretion, that payment for Services may not be made when due, we may suspend Services and require that you provide payment on account or a guarantee of payment before we resume Services.

**Service Plan.** You may be eligible for a fixed length PCS Service Plan ("Term Service Plan") or for a month-to-month Service Plan ("Non-Term Service Plan"). We determine the Service Plan for which you qualify. Except as permitted by the Agreement, you must maintain service with us on your Term Service Plan for the minimum term associated with that Term Service Plan. We may offer non-identical Service Plans to different individuals or entities. Services and coverage under some Service Plans may be more limited than available under other Service Plans. Your Service Plan sets out the charges for Services and is your Service Plan until that Service Plan is changed, you switch to a different Service Plan, or your Services terminate. Based on your credit rating or other factors, we may require that you make a deposit, prepayment, or a series of deposits or prepayments, or be subject to an account spending limit, before Services are activated or maintained.

**Changing Service Plans.** If you are on a Non-Term Service Plan, you may change to a different Service Plan for which you qualify. Any change is effective at the start of your next full invoicing cycle unless otherwise specified by us at the time that you place your change order. If you change or add a different Service Plan or service feature and the change is effective prior to the start of your next full invoicing cycle, you will be invoiced a prorated amount. We may require a service charge for implementing any change directed by you in addition to the charges associated with the Service Plan or optional service features you select. If you are on a Term Service Plan and you want to change your service plan, you may be required to accept a new Term Service Plan and we may require you to pay the early termination fee set out in your Service Plan or other fee.

**Termination. Non-Term Service Plan.** If you are on a Non-Term Service Plan, you may terminate Services at any time by giving us notice. Subject to the terms of this Agreement, we may terminate Services at any time, with or without notice. If your Service has been suspended due to non-payment, you may be charged a reactivation fee. We may deactivate any Number before you receive notice of termination without liability to you. Termination by either of us may be with or without cause.

**Termination. Term Service Plan.** EXCEPT AS PERMITTED BY THE AGREEMENT, IF YOU TERMINATE YOUR TERM SERVICE PLAN BEFORE THE END OF THE TERM, OR IF WE TERMINATE SERVICES FOR CAUSE BEFORE THE END OF THE TERM, YOU WILL BE REQUIRED TO PAY THE EARLY TERMINATION FEE ASSOCIATED WITH YOUR TERM SERVICE PLAN. No early termination fee is charged if you
terminate a Term Service Plan in accordance with the return policy associated with your Term Service Plan. After the expiration of the term, the Terms relating to Non-Term Service Plans apply.

Termination. General. Regardless of whether you have a Non-Term or a Term Service Plan, we may terminate or suspend Services to you without liability if: (1) you breach any provision of this Agreement (including if you fail to pay any charges for Services); or (2) you fail to pay any charges due us for equipment or otherwise. If Services are terminated before the end of your current invoicing cycle, we will not prorate the monthly recurring charge to the date of termination, and you will not receive a credit or refund for any unused minutes in your Service Plan.

Use of Services and Equipment; Availability. You must be at least 18 years old to subscribe to our Services. We may require you to provide proof of your age and identity. If you are under 18 years old you may be eligible for certain Services that have Account Spending Limits if a person 18 years or older is also named as a subscriber on the Account. Your PCS Phone will not accept the services of any wireless provider other than Sprint (but see Roaming). Services and equipment may not be used for any unlawful, fraudulent or abusive purpose. By requesting Services, you agree that you will not use Services and equipment in any unlawful, fraudulent or abusive manner. You may not resell or lease Services or equipment to anyone.

Coverage. Most services are only available within the operating range of the Sprint Nationwide PCS Network (also see Roaming). Coverage is not available everywhere. Coverage and quality of Services may be affected by conditions within or beyond our control, including network problems, signal strength, your equipment, and atmospheric, geographic, or topographic conditions. We do not guarantee service availability or that there will be no interruptions or delays in Services (e.g., dropped calls, blocked calls, etc.).

Number. We may change the phone number ("Number") assigned to your PCS device without compensation by giving you prior notice. You do not own the Number. You may not modify the Number we program into any phone or other equipment, duplicate the Number to any device other than that authorized by us or, except as allowed for by law, transfer (port) the Number to any other individual or entity. If you transfer the Number to another carrier, the terms of the Agreement (including the rights and obligations set forth in the Termination paragraphs) still apply. In certain instances, you may transfer a Number from another carrier to Sprint. Sprint does not in any way guarantee that such transfers to (or from) Sprint will be successful. If a transfer to Sprint is not successful, you will be responsible any discounts provided to you with the purchase of your PCS device. See our printed in-store materials or visit www.sprintpcs.com for additional important information on Number transfers.

Phone Activation Fee. You may be required to pay a non-refundable phone activation fee when you activate a new Number, have us switch a Number to a different phone, have your current Number changed, we activate a different phone on your existing account or your Service Plan says so.
Charges. For most forms of wireless Service, your usage will be charged from the time you first initiate contact between your phone or other wireless device and the network until the network connection is broken, whether or not you are successful in connecting with the service with which you seek to connect, even if the connection is later broken or dropped. An exception is that you are not charged for voice calls that are not completed. You are charged for completed calls to your Number from the time shortly before the phone starts ringing until the call is terminated. You will be charged peak rates for the entire duration of calls initiated during the peak time periods applicable to your Service. You will be charged off-peak rates for the entire duration of calls initiated during the off-peak time periods applicable to your Service. In addition to these usage charges, you may be charged for recurring monthly service charges, applicable local and long-distance toll charges, other usage charges, (including voicemail access, call waiting, call forwarding, etc.), connection fees, roaming charges, directory assistance, call completion charges, account review and management charges, optional features you select at an extra cost, surcharges related to government programs, and taxes. Charges for most Services are incurred in one-minute increments, with partial minutes of use rounded up to the next highest minute. You must pay, by each invoice due date, all charges for Services provided to the Number for each phone or other equipment that our records show you activated, no matter who actually uses or has possession of the phone or other equipment at the time Services are provided.

PCS Vision (Third Generation) Wireless Charges. For PCS Vision wireless services, you will be charged on a per kilobyte basis for data used, rather than for airtime used. As long as your PCS Vision device is connected to the Sprint Nationwide PCS Network ("PCS Vision network"), you will be incurring data usage charges. You are responsible for all data activity from and directed to your PCS Phone, regardless of who initiates the activity. We will invoice you for all data directed to the internet address (or "IP address") assigned to your device in a given PCS Vision session, regardless of whether your device actually receives the data. You will be charged for data usage initiated by others as well as those you initiate. You will be charged for additional data used in transporting and routing on the network. You will be charged for partial and interrupted data downloads or other use, including re-sent data, and for unsuccessful attempts to reach websites and use other applications and services, including those resulting from dropped network connections. If you use a Premium Service (including services provided by third parties but for which you are billed on your PCS Invoice), you will be charged for data used in transport and routing in addition to the charge for the Premium Service. The amount of data used and charged to you will vary widely, depending upon the specific PCS Vision wireless application or other service you use, the amount of data used in the specific application or service, and network congestion and other matters. For this and other reasons, estimates of data usage - for example, the size of downloadable files - will vary from what you actually use. You cannot receive incoming calls while using third generation services. Data usage will be rounded up to the next whole kilobyte. Kilobyte usage will be rounded up to the next full cent. Rounding up will occur at the end of each separate session or each clock hour (at the top of
Each hour, if the session spans more than 1 clock hour. When traveling on our PCS Vision network, a session may be ended and new session initiated, although no interruption to the actual data session will occur. Your invoice will not separately identify the number of kilobytes attributable to your use of specific sites, sessions or services used.

PCS Vision Premium Services. Your PCS Vision wireless services may allow you to access or download premium content for an additional charge. Certain PCS Vision services (e.g., games, ringers and screen savers) primarily contain premium services content. Access to and downloading of premium content is not included with PCS Vision services. The additional charges for this premium content will be billed to you on your PCS Invoice. You will be charged for this content (at rates and charges specified at the time of access or download) that will be in addition to data usage charges you will incur while connected to the enhanced PCS Vision network. We provide no warranties and make no representations or claims with regard to third-party Premium Services. In certain instances, subject to the terms of the content purchased, we may delete premium and non-premium items downloaded to available storage areas (e.g., your vault), including any pictures, games and other content. We may limit the amount of Premium Services you may purchase in a specific timeframe (month, week, day, or other time period). We may suspend your use of Premium Services without prior consent or notice if we have reason to suspect fraudulent or unauthorized use of your Premium Services account, but we make no assurances that we will suspend your account.

Other Terms Applicable to PCS Vision Usage. Use of PCS Vision wireless services requires the purchase of a separate third generation wireless compatible phone or other device and is subject to any software, memory, storage or other limitation in the phone or other equipment. Not all applications and services work, or work the same, on all third generation wireless phones and devices. Check the materials accompanying your phone or device to determine which applications and services it will support. PCS Vision wireless services are not available while off the PCS Vision network. PCS Vision services are not available for server devices or host computer applications, other systems that drive continuous heavy traffic or data sessions, or as substitutes for private lines or frame relay connections. Unlimited PCS Vision plans/options are only available with phones or PCS smart phones where the device is not being used as a modem in connection with other equipment (e.g., computers, PDAs, etc.) through use of connection kits or other phone-to-computer/PDA accessories, or Bluetooth or other wireless technology. Sprint reserves the right to deny or to terminate service without notice for any misuse. Sprint is not responsible for any opinions, advice, statements, services applications or other information provided by third parties and accessible through PCS Vision wireless services. Neither Sprint nor its vendors or licensors guarantees the accuracy, completeness or usefulness of information that is obtained through the PCS Vision wireless services. You are responsible for evaluating such content. Use of certain PCS Vision wireless services, including some messaging services, may result in the disclosure to others of your email address and other information about you in connection with your internet usage. Your accessing of, or use of, third party sites or services accessible PCS Vision wireless services may require the

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disclosure of information about you, subject to the policies of those sites and services. You consent to receiving advertising, warnings, alerts and other messages, including broadcast messages. Your access to PCS Vision wireless services is controlled by a password.

**Voice Command.** PCS Voice Command is an optional service that allows you to place calls by using speech recognition technology. Calls to 911 or similar emergency numbers cannot be placed through the Voice Command feature. Airtime and applicable long distance charges for a call completed from your Number using the Voice Command feature begin when you press or activate the TALK or similar key(s) and end when your call is terminated by hitting the END key or by returning to the Voice Command platform. If you initiate and complete another call without leaving the Voice Command platform, a separate charge for that call will begin from the time the previous call was terminated. Airtime and applicable long distance charges will be applied to the entire length of a completed call initiated from Voice Command. Using Directory Assistance to input names into your Voice Command address book will incur additional charges.

**Invoicing.** Invoicing cycles are approximately 30 days in length. Invoicing cycles and dates may change from time to time. Except as otherwise provided in your Service Plan, monthly recurring charges (MRCs) are invoiced one invoicing cycle in advance. Charges for Services are usually invoiced as soon as possible after the charges accrue. We may, however, invoice you for usage and charges occurring before the invoicing cycle being invoiced, if they were not previously invoiced. If you are invoiced for usage incurred during a prior invoicing cycle, those minutes will be applied to your Service Plan minutes for the current invoicing cycle. However, if you change your PCS Service Plan between the time the usage was incurred and the beginning of the current invoicing cycle, those minutes from the prior invoicing cycle will be charged at the rate per minute for usage over included minutes provided in the Service Plan in effect at the time the usage was incurred.

**Payment.** If you have authorized payment for Services or equipment by credit card or by debiting a bank account, no additional notice or consent is required before we invoice the credit card or debit the bank account for all amounts due to us or billed by us on behalf of a third party. You must promptly notify us of any change in your invoicing address or of the credit card or bank account used for payment. We reserve the right to require payment by money order, cashier's check or other secured form of payment. If we take action to receive payment beyond invoicing you for charges for Services or equipment, you must pay our costs and expenses of collection, including attorneys' fees and expenses, the fees of any collection agency and court costs. If we act as an invoicing agent for a third-party service provider, payments received are first applied to amounts due and owing to us and any remaining amounts are applied to sums due and owing to the third-party service provider. We may immediately charge an additional fee for any check or other negotiable instrument endorsed by you and returned unpaid by a financial institution for any reason. You may be charged fees for certain methods of payment.
Late Payment Charges. Payment is past due if we do not receive it by the due date shown on your invoice. Any payment for Services and equipment not made when due accrues late charges until paid at the rate of 5% per month or at the highest rate allowed by law. Acceptance of late or partial payments (even if marked "paid in full") does not waive our right to collect all amounts that you owe us. If your Service has been suspended due to non-payment, you may be charged a reactivation fee.

Disputed Charges. You must raise any dispute that you have about any charges invoiced to you within 15 days of the date of the invoice or you have accepted the invoice. You may notify us of any dispute by notifying PCS Customer Service Solutions. Calls to our sales or general business offices are not notice of a dispute. If disputed invoice procedures are described on the invoice, you must follow them.

Account Spending Limit. If we agree to provide Services to you on an Account Spending Limit basis, we will tell you your Account Spending Limit before we start Services to your Number, or as reasonably practicable after the limit is imposed. If we require a deposit for you to establish or keep Services on an Account Spending Limit basis, we will hold the deposit as partial guarantee of payment for Services (see Deposits). Charges for Services accrue against your Account Spending Limit as they are incurred. We may charge an initial ASL start up fee. We may charge a monthly ASL service fee, in addition to your recurring monthly service charge. We may suspend Services to your Number without prior notice to you when your account balance reaches your Account Spending Limit. Services are restored when you have paid any past due balance and pay a specified minimum amount to reduce your account balance below your Account Spending Limit. We may change this minimum amount at any time upon notice to you. You may pay any past due balance and the minimum amount by any method authorized by Sprint. Contact PCS Customer Service Solutions for information about authorized methods of making these payments. We may charge you a fee for calls that involve our live customer care services. If we provide Services to you on an Account Spending Limit basis, Services and coverage may be limited in certain ways. You must pay all charges for Services even if they exceed the amount of your Account Spending Limit.

Clear Pay. If we agree to provide Services to you as a Clear Pay customer, we may suspend Services to your Number without prior notice to you immediately when your bill becomes past due. Even if your bill is not past due, we may suspend services if your unpaid usage exceeds $125 or another amount to be determined by your past credit or usage history. If we require a deposit for you to establish or keep Services as a Clear Pay customer, we will hold the deposit as partial guarantee of payment for Services (see Deposits, below). Contact PCS Customer Service Solutions for information about authorized methods of making these payments. We may charge you a fee for calls that involve our live customer care services. If we provide Services to you on as a Clear Pay basis, Services and coverage may be limited in certain ways. You must pay all charges for Services whether or not your Services are suspended or terminated.
**Deposits.** If we require a deposit for you to establish or keep Services, we will hold the deposit as partial guarantee of payment for Services. We may change the deposit amount at any time to reflect revised estimated monthly charges based upon your usage. A deposit may not be used to pay any invoice (unless it is used to pay a final invoice) or delay payment. The deposit amount, the length of time we hold the deposit and changes to the deposit amount are determined based on your credit and payment history. The rate of interest, if any, on the deposit is subject to change. We may mix deposits with our other funds. If Services are terminated for any reason, we may, without notice to you, apply your deposit toward payment of outstanding charges and return any excess to you at your last known address within 75 days after termination of Services. If the U.S. Postal Service cannot deliver the money to you and returns it to us, we will hold it for you for one year from the date of return and, during that period, we may charge a servicing fee against the deposit balance. Any money held during this one-year period will not accrue interest for your benefit. You forfeit any portion of the money left after the one-year period.

**Wireless Web and Voice Portal Services.** Wireless Web Services are part of the Services that can be obtained through Sprint. Wireless Web Services are not available in all markets or while roaming off the Sprint Nationwide PCS Network. Use of Wireless Web Services requires an Internet-ready PCS Phone or certain other equipment (or both) and is subject to any memory, storage or other limitation in the phone or other equipment. Wireless Web Services are not available on PCS Vision phones or devices. The Caller ID blocking feature is not available when using Wireless Web Services. Any use of Wireless Web Services deducts from your Service Plan minutes. For data calls (including Wireless Web and Voice Portal calls) that are attempted, but not completed, you are charged for the time during which the network attempts to connect the call. You are charged for time spent connected to the Wireless Web or Voice Portal, including time spent browsing on the Internet or Voice Portal and reviewing or scrolling through Internet information on-line while still connected to the Sprint Nationwide PCS Network. Not all Internet sites can be accessed and you may receive an error message if you attempt to access a site that cannot be accessed through Wireless Web Services. You are also charged for Wireless Web connections to review your PCS account information. Wireless Web Services are not available with all Service Plans. Sprint is not responsible for any opinions, advice, statements, services or other information provided by third-parties and accessible through Wireless Web Services or Voice Portal Services. Neither Sprint nor its vendors or licensors guarantees the accuracy, completeness or usefulness of information that is obtained through the Wireless Web Services or Voice Portal Services. You are responsible for evaluating such content.
**Taxes and Surcharges.** We invoice you for taxes, fees and other charges levied by or remitted directly to federal, state or local authorities, or foreign government on Services including, without limitation, sales, gross receipts, use, and excise taxes. If you claim any tax exemption, you must provide us with a valid tax-exempt document. Any tax exemption applies only from the date we receive a valid tax-exempt document. We also invoice you for fees that we collect and remit to the government such as Universal Service, and for surcharges that we collect and keep to pay for the costs of complying with government mandates such as number pooling and portability, and Enhanced 911 service. These charges are neither taxes nor government imposed assessments.

**Roaming.** Calls made while off the Sprint Nationwide PCS Network are "roaming" calls. Your PCS Phone is specifically designed and engineered to work only on the Sprint Nationwide PCS Network. It works on another CDMA PCS provider's system only when a roaming agreement is in place between Sprint and the other providers. If your PCS Phone is a dual-mode phone, it works on both a CDMA PCS provider's system (in addition to the Sprint Nationwide PCS Network) and a wireless analog telecommunications provider's system only when roaming agreements are in place between Sprint and the other providers. If we do not have a roaming agreement in place, you may be able to place roaming calls "manually" by using a valid credit card. If there is a gap or other interruption of coverage within a PCS coverage area that prevents connection with the Sprint Nationwide PCS Network and your dual-band phone is set to roam automatically when outside PCS coverage, you may incur roaming fees within a PCS coverage area. Certain features and services may not be available when roaming (including PCS Vision, voicemail, call waiting, call forwarding, etc.).

**Phones and Other Equipment.** Phones and other equipment may be purchased and returned as provided in the purchase documents. We are not the manufacturer of the phones or other equipment. The only warranties on the phones or other equipment are any limited warranties extended by the manufacturers. We have no liability in connection with the phones and other equipment or for the manufacturers' acts or omissions.

**Lost or Stolen Equipment.** If your phone or other equipment is lost or stolen, you must notify us by calling PCS Customer Service Solutions. You are responsible for all charges for Services provided to the Number for the lost or stolen equipment before you notify us of the loss or theft. We will deactivate Services to the Number upon notification to us of any loss or theft. You may be required to provide evidence of the loss or theft (for example, a police report or sworn statement). If the equipment is later found, we may require that you exchange it for another phone or other equipment before we reactivate Services (if we do reactivate Services), as well as require you to pay a reactivation fee. We will deactivate Services to any Number without prior notice to you if we suspect any unlawful or fraudulent use of the Number. You agree to cooperate reasonably with us in investigating suspected unlawful or fraudulent use.
**Messages.** You will incur airtime usage charges when accessing your voicemail from your PCS Phone. You may also incur charges in accessing text messages from your PCS Phone. You may access your voicemail without incurring airtime usage charges by checking your voicemail from a wireline phone. We may impose limits on the number of voicemail or text message that can be retained through your PCS account. Audible or visual indicators of text or voicemail messages, including mailbox icons on your PCS Phone, may not always provide an up to date indication of new messages. In certain instances, you may be required to manually reset or clear your mailbox indicator.

**Caller ID.** If you do not want people you call to receive the Number assigned to your phone, you must call PCS Customer Service Solutions for information about automatic Caller ID blocking. The Number assigned to your phone can be blocked on a per-call basis by dialing ‘67 + Destination Number + TALK (or similar key), but Caller ID delivery resumes on the next call you make. Caller ID display on incoming calls to your Number depends on receiving the information from the calling party.

**TTY Access.** A TTY (also known as TDD or Text Telephone) is a telecommunications device that allows people who are deaf or hard of hearing, or who have speech or language disabilities, to communicate by telephone. TTY doesn’t work with all PCS Phones. If you have a PCS TTY-capable phone, it may not function effectively, or at all, when attempting 911 calls due to the equipment or software of the answering agency. Therefore, a TTY device should not be relied on for 911 calls.

**Pay-Per-Call Service.** We will not complete calls from your Number to 900, 976 and similar numbers for pay-per-call services.

**International Calling.** You may be limited in the international destinations that you can call with Services. You should contact PCS Customer Service Solutions for information about international destinations that you cannot call.

**Limitation of Liability.** Except as otherwise provided in this section, our sole liability to you for any loss or damage arising out of providing or failing to provide Services (including mistakes, omissions, interruptions, delays, errors, or defects) does not exceed (1) in cases related to a specific piece of equipment, the prorated MRC for Services to the piece of equipment during the affected period, or (2) in cases not related to a specific piece of equipment, the prorated MRCs for Services to you during the affected period. Neither we nor our vendors, suppliers or licensors are liable for any damage arising out of or in connection with:

a) any act or omission of any telecommunications service or other service provider other than us;

b) any directory listing;

c) any dropped calls or inability to place or receive calls;

d) any interruption of Services, including interruptions caused by equipment or facilities failure or shortages, transmission limitations or system capacity limitations;
e) traffic or other accidents, or any health-related claims allegedly arising from the use of Services, phones, equipment or accessories used in connection with the Services;

f) the use of Wireless Web Services and PCS Vision applications and services, including the accuracy or reliability of any information obtained from the Internet using Wireless Web Services or from Voice Portal Services, PCS Vision wireless services or Internet services, content or applications not supported by Sprint PCS;

g) any late or failed message delivery;

h) any interruption or failure of 911 or E911 emergency services or identification of the Number, address or name associated with any person accessing or attempting to access emergency services from your phone;

i) the installation or repair of any products or equipment by parties who are not our authorized employees or agents;

j) events due to factors beyond our control, including acts of God (including, without limitation, weather-related phenomena, fire or earthquake), war, riot, strike, or orders of governmental authority;

k) any act or omission of any third party or independent contractor that offers products or services in conjunction with or through the Services; or

l) your negligent or intentional act or omission.

**NO CONSEQUENTIAL OR OTHER DAMAGES.** UNDER NO CIRCUMSTANCES ARE WE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER ARISING OUT OF OR IN CONNECTION WITH PROVIDING OR FAILING TO PROVIDE SERVICES, PHONES OR OTHER EQUIPMENT USED IN CONNECTION WITH THE SERVICES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES. THIS SECTION SURVIVES TERMINATION OF THIS AGREEMENT.

**Indemnification.** You indemnify and defend us, our partners, directors, officers, employees and agents from and against any claim, action, damage, liability and expense arising out of or in connection with: (1) your acts or omissions that occur in connection with your use of the Services or equipment used in connection with the Services, and (2) any communications you make or receive using the Services. This indemnification extends to and includes any attorney's fees and costs incurred by us arising from any actions or claims to which this indemnification applies, or from the contesting of the applicability of this provision. This section survives termination of this Agreement.
MANDATORY ARBITRATION OF DISPUTES. ANY CLAIM, CONTROVERSY OR DISPUTE OF ANY KIND BETWEEN THE CUSTOMER AND THE COMPANY AND/OR ANY OF ITS EMPLOYEES, AGENTS, AFFILIATES OR OTHER REPRESENTATIVES, WHETHER SOUNDING IN CONTRACT, STATUTE, OR TORT, INCLUDING FRAUD, MISREPRESENTATION, FRAUDULENT INDUCEMENT, OR ANY OTHER LEGAL OR EQUITABLE THEORY AND REGARDLESS OF THE DATE OF ACCRUAL OF SUCH CLAIM, CONTROVERSY OR DISPUTE SHALL BE RESOLVED BY FINAL AND BINDING ARBITRATION AS PRESCRIBED IN THIS SECTION. THE FEDERAL ARBITRATION ACT, NOT STATE LAW, GOVERNS THE QUESTION OF WHETHER A CLAIM IS SUBJECT TO ARBITRATION. HOWEVER, NOTHING CONTAINED IN THIS ARBITRATION PROVISION SHALL PRECLUDE THE CUSTOMER FROM RESOLVING ANY CLAIM, CONTROVERSY OR DISPUTE IN SMALL CLAIMS COURT HE OR SHE OTHERWISE WOULD HAVE THE RIGHT TO PURSUE.

A single arbitrator engaged in the practice of law will conduct the arbitration. The arbitrator will be selected according to the rules of CPR or, alternatively, may be selected by agreement of the parties, who shall cooperate in good faith to select the arbitrator. The arbitration will be conducted by, and under the then-applicable rules of the CPR Institute for Dispute Resolution. All expedited procedures prescribed by the applicable rules will apply. Any required hearing fees and costs shall be paid by the parties as required by the applicable rules or as required by applicable law, but the arbitrator shall have the power to apportion such costs as the arbitrator deems appropriate. The arbitrator's decision and award will be final and binding (subject to the appeal clause below), and judgment on the award rendered by the arbitrator may be entered in any court with jurisdiction.

An appeal may be taken under the CPR Arbitration Appeal Procedure from any final award of any arbitral panel in any arbitration arising out of or related to this agreement that is conducted in accordance with the requirements of such Appeal Procedure. Unless otherwise agreed by the parties and the appeal tribunal, the appeal shall be conducted at the place of the original arbitration.

If any party files a judicial or administrative action asserting a claim that is subject to arbitration and another party successfully stays such action orcompels arbitration, the party filing that action must pay the other party's costs and expenses incurred in seeking such stay or compelling arbitration, including attorney's fees.

Notices. You may get our current address for written notice by calling PCS Customer Service Solutions. Written notice to you is sent to your last known address in our invoicing records. Written notice is effective three days after deposit in the U.S. mail, postage prepaid, and properly addressed. Unless required by this Agreement or Applicable Laws, (1) you may notify us by calling PCS Customer Service Solutions, and (2) we may notify you by leaving a message for you on your PCS Phone, answering machine or with your answering service. Notice addresses may be changed by giving notice as provided in this section.
Choice of Law; Jurisdiction. This Agreement is governed by and must be construed under federal law and the laws of the State of Kansas, without regard to choice of law principles.

General. If either of us does not enforce any right or remedy available under this Agreement, that failure is not a waiver of the right or remedy for any other breach or failure by the other party. Our waiver of any requirement in any one instance is not a general waiver of that requirement and does not amend this Agreement. This Agreement is subject to any applicable federal and state law (collectively, "Applicable Laws"). If any part of this Agreement is held invalid or unenforceable, that part is interpreted consistent with Applicable Laws as nearly as possible to reflect the original intentions of the parties and the rest of this Agreement remains in full force and effect. Section headings are for descriptive purposes only and are not used to interpret this Agreement. You may not assign this Agreement to any other person or entity without our prior written approval. This Agreement (including any referenced documents and attachments) makes up the entire agreement between you and us and replaces all prior written or spoken agreements, representations, promises or understandings between you and us. The provisions of this Agreement that are contemplated to be enforceable after the termination of this Agreement survive termination of this Agreement. If there is a conflict, the Service Plan (including any Term Service Plan) controls over the Terms.
Intellectual Property

All Intellectual Property, as defined below, owned by or which is otherwise the property of Samsung or its suppliers relating to the PCS phone, including but not limited to, accessories, parts or software relating thereto (the “Phone System”), is proprietary to federal laws and state laws, and international treaty provisions. Intellectual Property including but not limited to, inventions (patentable or unpatentable) patents trade secrets, copyrights, software, computer programs, and related documentation and other works of authorship. You may not infringe or otherwise violate the rights secured by the Intellectual Property. Moreover, you agree that you will not (and will not attempt to) modify, prepare derivative works of, reverse engineer, decompile, disassemble, or otherwise attempt to create source code from the software. No title to or ownership in the Intellectual Property is transferred to you. All applicable rights of the Intellectual Property shall remain with Samsung and its suppliers.
Manufacturer's Warranty

STANDARD LIMITED WARRANTY

What is Covered and For How Long? SAMSUNG TELECOMMUNICATIONS AMERICA, L.P. ("SAMSUNG") warrants to the original purchaser ("Purchaser") that SAMSUNG’s Phones and accessories ("Products") are free from defects in material and workmanship under normal use and service for the period commencing upon the date of purchase and continuing for the following specified period of time after that date:

<table>
<thead>
<tr>
<th>Product</th>
<th>Warranty Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>1 Year</td>
</tr>
<tr>
<td>Batteries</td>
<td>1 Year</td>
</tr>
<tr>
<td>Leather Case/Pouch</td>
<td>90 Days</td>
</tr>
<tr>
<td>Holster</td>
<td>90 Days</td>
</tr>
<tr>
<td>Other Phone Accessories</td>
<td>1 Year</td>
</tr>
</tbody>
</table>

What is Not Covered? This Limited Warranty is conditioned upon proper use of Product by Purchaser. This Limited Warranty does not cover: (a) defects or damage resulting from accident, misuse, abuse, neglect, unusual physical, electrical or electromechanical stress, or modification of any part of Product, including antenna, or cosmetic damage; (b) equipment that has the serial number removed or made illegible; (c) any plastic surfaces or other externally exposed parts that are scratched or damaged due to normal use; (d) malfunctions resulting from the use of Product in conjunction with accessories, products, or ancillary/peripheral equipment not furnished or approved by SAMSUNG; (e) defects or damage from improper testing, operation, maintenance, installation, or adjustment; (f) installation, maintenance, and service of Product, or (g)
Product used or purchased outside the United States or Canada. This Limited Warranty covers batteries only if battery capacity falls below 80% of rated capacity or the battery leaks, and this Limited Warranty does not cover any battery if (i) the battery has been charged by a battery charger not specified or approved by SAMSUNG for charging the battery, (ii) any of the seals on the battery are broken or show evidence of tampering, or (iii) the battery has been used in equipment other than the SAMSUNG phone for which it is specified.

What are SAMSUNG’s Obligations? During the applicable warranty period, SAMSUNG will repair or replace, at SAMSUNG’s sole option, without charge to Purchaser, any defective component part of Product. To obtain service under this Limited Warranty, Purchaser must return Product to an authorized phone service facility in an adequate container for shipping, accompanied by Purchaser’s sales receipt or comparable substitute proof of sale showing the date of purchase, the serial number of Product and the sellers’ name and address. To obtain assistance on where to deliver the Product, call Samsung Customer Care at 1-888-987-4357. Upon receipt, SAMSUNG will promptly repair or replace the defective Product. SAMSUNG may, at SAMSUNG’s sole option, use rebuilt, reconditioned, or new parts or components when repairing any Product or replace Product with a rebuilt, reconditioned or new Product. Repaired/replaced leather cases, pouches and holsters will be warranted for a period of ninety (90) days. All other repaired/replaced Product will be warranted for a period equal to the remainder of the original Limited Warranty on the original Product or for 90 days, whichever is longer. All replaced parts, components, boards and equipment shall become the property of SAMSUNG. If SAMSUNG determines that any Product is not
covered by this Limited Warranty, Purchaser must pay all parts, shipping, and labor charges for the repair or return of such Product.

What Are the Limits On SAMSUNG’s Liability? EXCEPT AS SET FORTH IN THE EXPRESS WARRANTY CONTAINED HEREIN, PURCHASER TAKES THE PRODUCT "AS IS," AND SAMSUNG MAKES NO WARRANTY OR REPRESENTATION AND THERE ARE NO CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT, INCLUDING BUT NOT LIMITED TO:

· THE MERCHANTABILITY OF THE PRODUCT OR ITS FITNESS FOR ANY PARTICULAR PURPOSE OR USE;
· WARRANTIES OF TITLE OR NON-INFRINGEMENT;
· DESIGN, CONDITION, QUALITY, OR PERFORMANCE OF THE PRODUCT;
· THE WORKMANSHP OF THE PRODUCT OR THE COMPONENTS CONTAINED THEREIN; OR
· COMPLIANCE OF THE PRODUCT WITH THE REQUIREMENTS OF ANY LAW, RULE, SPECIFICATION OR CONTRACT PERTAINING THERETO.

NOTHING CONTAINED IN THE INSTRUCTION MANUAL SHALL BE CONSTRUED TO CREATE AN EXPRESS WARRANTY OF ANY KIND WHATSOEVER WITH RESPECT TO THE PRODUCT. ALL IMPLIED WARRANTIES AND CONDITIONS THAT MAY ARISE BY OPERATION OF LAW, INCLUDING IF APPLICABLE THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY LIMITED TO THE SAME DURATION OF TIME AS THE EXPRESS WRITTEN WARRANTY STATED HEREIN. SOME STATES/PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION

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Terms and Conditions & Warranty Information
MAY NOT APPLY TO YOU. IN ADDITION, SAMSUNG SHALL
NOT BE LIABLE FOR ANY DAMAGES OF ANY KIND
RESULTING FROM THE PURCHASE, USE, OR MISUSE OF,
OR INABILITY TO USE THE PRODUCT OR ARISING
DIRECTLY OR INDIRECTLY FROM THE USE OR LOSS OF
USE OF THE PRODUCT OR FROM THE BREACH OF THE
EXPRESS WARRANTY, INCLUDING INCIDENTAL, SPECIAL,
CONSEQUENTIAL OR SIMILAR DAMAGES, OR LOSS OF
ANTICIPATED PROFITS OR BENEFITS, OR FOR DAMAGES
ARISING FROM ANY TORT (INCLUDING NEGLIGENCE OR
GROSS NEGLIGENCE) OR FAULT COMMITTED BY
SAMSUNG, ITS AGENTS OR EMPLOYEES, OR FOR ANY
BREACH OF CONTRACT OR FOR ANY CLAIM BROUGHT
AGAINST PURCHASER BY ANY OTHER PARTY. SOME
STATES/PROVINCES DO NOT ALLOW THE EXCLUSION OR
LIMITATION OF INCIDENTAL OR CONSEQUENTIAL
DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION
MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS,
AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY
FROM STATE TO STATE/PROVINCE TO PROVINCE. THIS
LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE
OTHER THAN THE ORIGINAL PURCHASER OF THIS
PRODUCT AND STATES PURCHASER’S EXCLUSIVE
REMEDY. IF ANY PORTION OF THIS LIMITED WARRANTY
IS HELD ILLEGAL OR UNENFORCEABLE BY REASON OF
ANY LAW, SUCH PARTIAL ILLEGALITY OR
UNENFORCEABILITY SHALL NOT AFFECT THE
ENFORCEABILITY FOR THE REMAINDER OF THIS
LIMITED WARRANTY WHICH PURCHASER
ACKNOWLEDGES IS AND WILL ALWAYS BE CONSTRUED TO
BE LIMITED BY ITS TERMS OR AS LIMITED AS THE LAW
PERMITS.

THE PARTIES UNDERSTAND THAT THE PURCHASER MAY
USE THIRD-PARTY SOFTWARE OR EQUIPMENT IN
CONJUNCTION WITH THE PRODUCT. SAMSUNG MAKES NO WARRANTIES OR REPRESENTATIONS AND THERE ARE NO CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, AS TO THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE OR SUITABILITY OF ANY THIRD-PARTY SOFTWARE OR EQUIPMENT, WHETHER SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT IS INCLUDED WITH THE PRODUCT DISTRIBUTED BY SAMSUNG OR OTHERWISE, INCLUDING THE ABILITY TO INTEGRATE ANY SUCH SOFTWARE OR EQUIPMENT WITH THE PRODUCT. THE QUALITY, CAPABILITIES, OPERATIONS, PERFORMANCE AND SUITABILITY OF ANY SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT LIE SOLELY WITH THE PURCHASER AND THE DIRECT VENDOR, OWNER OR SUPPLIER OF SUCH THIRD-PARTY SOFTWARE OR EQUIPMENT, AS THE CASE MAY BE.

This Limited Warranty allocates risk of Product failure between Purchaser and SAMSUNG, and SAMSUNG’s Product pricing reflects this allocation of risk and the limitations of liability contained in this Limited Warranty. The agents, employees, distributors, and dealers of SAMSUNG are not authorized to make modifications to this Limited Warranty, or make additional warranties binding on SAMSUNG. Accordingly, additional statements such as dealer advertising or presentation, whether oral or written, do not constitute warranties by SAMSUNG and should not be relied upon.

Samsung Telecommunications America, L.P.
1130 East Arapaho Road
Richardson, Texas 75081
Phone: 1-800-SAMSUNG
Phone: 1-888-987-HELP (4357)
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