Worldwide Traveling Tips

> *BlackBerry® 8830 World Edition Smartphone*

Traveling In Afghanistan

Upon arriving in Afghanistan you will need to power on the device and be sure it's in Global Mode to access voice and/or data services.

<u>**Selecting Global Mode using the BlackBerry 8830:**</u>
- On the front screen of the BlackBerry 8830, select the 'Manage Connection' icon.
- Select 'Mobile Network Options.'
- Highlight the 'Network Mode' line at bottom of screen.
- Push in the trackball and scroll down to 'Global.'
- Push in the trackball again to select 'Global.'
- Select button to return to previous menu.
- Screen will prompt to select save changes made. Highlight 'Save' and push in trackball to confirm.

Casual International Roaming rates in Afghanistan are as follows:
- **Voice Calls:** $3.99/minute for all calls placed and received, regardless of call destination.
- **Data Rate/Speed:** $0.016/KB GPRS Data
- **Special Rate:** Check MySprint.com for available plans to reduce your data roaming rates.

Making Calls
- **How to Make a Local Call**: Please use the same procedures to dial locally from your BlackBerry 8830 as you would from a landline phone in Afghanistan.
- **How to Make an International call**: Dial the international access code for Afghanistan, then enter the country code for the country you are calling, finally enter the phone number you are calling
  - *Example:* Calling Manhattan, NY, from Afghanistan: Dial "00" (The international access code for Afghanistan) then "1" (The United States' country code) then the phone number.
  - *Example:* Calling London, from Afghanistan: Dial "00" then "44" (The United Kingdom's country code) then the phone number.
- **How to Use Plus Code Dialing:** Placing calls is simplified with the use of the Plus (+) Code Dialing feature. To use this feature to place an international call simply press and hold the 0 (zero) key to insert a "+" on the screen. The appropriate international access code for the country you are in will be automatically dialed. After the plus dial the country code and number you wish to reach.
  - *Example:* Calling Manhattan, NY: Dial "+" then 1 then the phone number.

Receiving Calls

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

Accessing Voicemail

Voicemail service is available however; you may not receive a voicemail indicator. To check if you have any new messages;
- Dial "+"
- Then "1" and your Sprint 10 digit number
- When voicemail answers, press * (star) and enter the voicemail passcode followed by # (pound).

Texting

Texting is not yet available while roaming outside of the US. Although you may receive a free welcome message upon arrival in a country, all other messages will be held for 48 hours to be delivered upon returning to the Sprint network. Messages that can not be delivered will be deleted after 48 hours. Messages that go through will be rated based on your texting plan or $0.20 per message if you do not have texting plan.

Resolving Issues

If unable to access voice and/or data services then your issue may be resolved by following the steps below.

1. Power the device off, remove the battery, wait a minute or more, replace the battery and power the device back on to re-register with the network. Note: If data service has not been accessed on the Sprint network with the device then it will not work while roaming. Services must have been utilized on the Sprint network with the device prior to departure for service to work while roaming.

2. Check to ensure the device is in Global Mode, see instructions on page 1.

3. Manually switch the device to "GSM Mode"
   - On the front screen of the BlackBerry 8830, select the 'Manage Connection' icon.
   - Select 'Mobile Network Options'
   - Highlight 'Network Mode' tab at bottom of screen
   - Push in the trackball and scroll down to 'GSM'
   - Push in the trackball again to select 'GSM'
   - Select button to return to previous menu
   - Screen will prompt to select save changes made, highlight 'Save' and push in trackball to confirm

4. Verify the SIM Card is inserted correctly (When in GSM Mode)
   - Press the battery cover release button, slide off the battery cover and remove the battery.
   - Hold SIM card so the metal contacts on the SIM card face down & the cutoff corner points to the lower-right corner of the device.
   - Slide the SIM card into the SIM card slot until it stops.

5. Manually select a carrier in the area (When in GSM Mode)
   - Click Manage Connections > Mobile Network Options.
   - Select Network Mode > GSM.
   - Select Network Selection Mode > Manual. The device searches and lists the available networks.
   - **Choose:** Roshan TDC

Sprint Worldwide Customer Support

If any issues arise that need further troubleshooting or if information is needed, Sprint Worldwide Customer Support is available 24x7.
- **From your Sprint phone:** (this call will be free) Dial "+" 1.817.698.4199, select option 3.
- **From a Landline phone:** Dial the international access code of "00" then 1.817.698.4199, select option 3.
- **Chat with us on-line at:** www.sprint.com/international, click Chat with us >> (available M-F 7am – 7pm Central and Sat./Sun. 10am – 7pm Central)

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