BlackBerry® Bold™ 9930 smartphone

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Sprint

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You can access your applications by tapping the icons on the Home screen. All of your device's applications can be accessed from the **All** panel on the Home screen. To display the Home screen (while not on a call), press **End/Power** . To view the complete selection of applications, tap or click **All**.

> *Note:* To select an item by tapping, simply touch it on the screen. To "click" an item, highlight it using the trackpd and then press the trackpad.

Take some time to explore the applications that are available on your BlackBerry device. Here are a few to get you started.

Tap **Setup** to set up device options such as email and Bluetooth®, to personalize your device, and to access onboard help and tutorials.

Tap **Browser** to visit Web pages, browse for download items, and set browser options. Your BlackBerry device might have more than one browser.

Tap **Messages** to view the messages list, compose new messages, and set messaging options.

Tap **Camera** to take a picture.*

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Tap **Contacts** to view your contact list or add new contacts.

Tap **Help** to view help topics for your BlackBerry device.

* Camera and Video Camera are not available in all BlackBerry Bold 9930 devices.

** Before using the Video Camera, the microSD card must be properly inserted into the media card holder. (The microSD card is preinstalled in your BlackBerry device. See page 21.)

Your Home Screen

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Change your ring tone or alerts

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See upcoming appointments, new messages, and other notifications

Navigation bar
Tap to see more icons
Slide left or right for more panels

Fri, May 20

12:21 PM

3

3G

All

Wireless indicators

Tap to manage wireless connections, Wi-Fi®, Bluetooth® technology, or alarm clock

Search
Search your entire device, including help, messages, music, the Internet, and more

Setting Up Your BlackBerry 9930

> *WARNING:* Use only those accessories approved by Research In Motion (RIM). Using any accessories not approved by RIM for use with this particular BlackBerry device model might invalidate any approval or warranty applicable to the device, might result in the non-operation of the device, and may be dangerous. For more information about safe battery usage, see the Safety and Product Information booklet that was packaged with your BlackBerry device.

1   *Insert the Battery and Memory Card**

For more information on purchasing RIM approved batteries and accessories, please visit www.sprint.com.

If the battery is charged your BlackBerry device should turn on. If the BlackBerry device does not turn on, charge the battery.

*Remove the battery before you insert or remove a memory card. A memory card may be pre-installed

2 | *Charge the Battery*

1. Insert the larger end of the USB cable into the charging head.
2. Connect the smaller end of the USB cable to the micro-USB port on the left side of your BlackBerry device.
3. Plug the charging head into a power outlet.

3 | *Turn On Your BlackBerry 9930*

▶ To turn the BlackBerry device on or off, press and hold ⬛ on the front of the device.

4 *Explore the Setup Application*

The Setup application is designed to help you learn about navigation and typing, change options to personalize your BlackBerry device, and set up network connections. You can also set up email addresses. The Setup application should appear automatically the first time you turn on your device.

▶ To access the Setup application at any time, tap **Setup** 🔧.

> *Note:* For more information about selecting and setting up your email options, please see "Setting Up Email" on page 10.

5 *BlackBerry ID*

BlackBerry® ID gives you quick and easy access to a variety of BlackBerry apps and services including the BlackBerry App World™ storefront.

Create a BlackBerry ID

Create a BlackBerry ID using an email address and a password of your choice. Use it to access selected BlackBerry products or services.

1. When you see the BlackBerry ID sign-in screen, enter your email address and password, and then tap **Create New**. (If you already have a BlackBerry ID, tap **Sign In**, enter your sign-in information and you're all set.)
2. Read the BlackBerry ID terms and conditions. If you agree to the terms, tap **I Accept**.
3. Follow the prompts to create your BlackBerry ID.

6 *Connect to the Nationwide Sprint Network*

When you turn on your BlackBerry device it should automatically connect to the Nationwide Sprint Network. To connect successfully, your Sprint service must be active and you must be in a Sprint Network service area.

If your device is on and you do not successfully connect to the network, turn on your connection by tapping **Manage Connections** and selecting the **Mobile Network** checkbox.

7 *Set Up Your Sprint Voicemail*

1. Press and then press and hold .
2. Follow the system prompts to:
   - Create your password.
   - Record your name announcement.
   - Record your greeting.

> **Voicemail Password:**
> Sprint strongly recommends that you create a password when setting up your voicemail to protect against unauthorized access. Without a password, anyone who has access to your device is able to access your voicemail messages.

8 | *Set Up a Wi-Fi® Connection*

Your BlackBerry device allows you connect to an available Wi-Fi® network to access such services as email service and Web browsing.

> *Note:* If your BlackBerry device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization may prevent you from connecting to a Wi-Fi® network.

1. On the Home screen, tap the connections area at the top of the screen, or tap **Manage Connections** (( )).
2. Tap **Wi-Fi Network**. If prompted, tap **Turn on Wi-Fi**.
3. If you want to connect to a public hotspot or to a Wi-Fi network that does not require authentication, select the **Show Open networks only** check box.
4. Tap the Wi-Fi network that you want to connect to.
5. If the Wi-Fi network requires authentication, type a password for the network and then tap **Connect**.

The name of the connected Wi-Fi network appears at the top of the Home screen.

Setting Up Your Smartphone

Using Email on Your BlackBerry 9930

Setting Up Email

Choosing Your Email Setup Option

To begin sending and receiving email messages on your BlackBerry device, you must set up your device with a supported email account. You may configure up to 10 supported accounts on your BlackBerry device.

The following options will be available when you set up your email account(s):

Internet Mail Account

This option is most common for individual users. Use this option to create a new email address for your BlackBerry device or to associate your device with up to 10 existing email addresses (for example, a Google Mail™ or Windows Live™ Hotmail® email account) or to create a new email address.

Enterprise Account

This option is most common for corporate users. If your administrator has provided you with an activation password, use this option to associate your BlackBerry device with a Microsoft® Outlook® work email account, IBM® Lotus Notes® work email account, or Novell® GroupWise® work email account.

Creating or Adding an Email Account

You can set up for email using the Setup application on your BlackBerry device.

The first time that you log in, you can add a supported email address, create a BlackBerry email address, or do both.

● Add an email address if you have an existing, supported email account that you want to access from your BlackBerry device.

● Create a BlackBerry email address if you do not have another email account, or if you need an additional email address that you can use to send and receive email messages.

> *Note:* If you are swapping your phone number from a previous BlackBerry device, the email application will prompt you to move any email account you had set up on your other device. Click **Move** and enter the email passwords as prompted to migrate your email accounts to your BlackBerry 9930 device.

1. Tap **Setup** 🛠️ > **Email Accounts** > **Internet Mail Account**.
   ▪ The first time you set up an account, read the BlackBerry Prosumer Agreement. If you agree to the terms and conditions, scroll to the bottom and tap **I Accept** to continue. If this is not your first account, tap **Set up another email account**.

   > *Note:* If you have not already signed in with your BlackBerry ID, you will see a BlackBerry ID prompt. See "Create a BlackBerry ID" on page 7 to create or sign in to your BlackBerry ID.

2. Tap an email account type: **Yahoo**, **Gmail**, **AOL** (AOL, AIM), **Windows Live** (Hotmail, MSN, Live), or **Other.**

3. Type your email address and password, and then tap **Continue**. The BlackBerry Internet Service will attempt to set up your account.
   ▪ If setup is successful, press 📞 to return to the Home screen.

4. If the BlackBerry Internet Service cannot add your email address, try re-entering your address or password, or tap **I will provide the settings**, and then enter your account information and tap **Continue**.

Email

> *Note:* To add or edit settings for your email accounts, including account display name and signature, tap **Setup** 📧 > **Email Accounts** > **Internet Mail Account.** Highlight an email address, press ▦ > **Edit,** and make your changes. Tap **Save** to save your changes.

Using the BlackBerry Enterprise Server Option

If your system administrator has provided you with an Enterprise Activation password, you can set up your supported email account directly from your BlackBerry device.

1. Tap **Setup** 📧 > **Email Accounts** > **Enterprise Account**.

2. Under **Account Activation**, type your supported corporate email address.

3. Type the Enterprise Activation password provided by your system administrator, and then tap **Activate**.

Accessing and Sending Email Messages

Accessing Email Messages

1. Tap **Messages** ✉ to display a message list.
2. Highlight a message and click the trackpad to display the message.

> *Note:* When you set up new email addresses, an icon for each account will appear on the Home screen. Tap **Messages** ✉ to access all of your messages. To see messages from a specific account only, tap the icon for that account

Sending Email Messages

1. Tap **Messages** ✉ to display a message list press ⌗ > **Compose Email**.
2. In the **To** field, type an email address or a contact name.
3. Type a subject and a message and then press ⌗ > **Send**.

> *Note:* If you have set up more than one supported email account on your BlackBerry device, you can select an account from which to send the message. At the top of the message, in the **Send Using** field, press **space** until the preferred email account appears.

Using Your BlackBerry 9930

> *Tip:* For complete details on any of your BlackBerry device features, tap
> **Help** 🔞.

Making and Answering Phone Calls

Making a Phone Call

▶ On the Home screen or in the Phone application type a phone number and press [icon].
To end the call, press [icon].

> *Tip:* Press [icon] on any screen to open the phone application.

▶ Select a contact, call log, or phone number link on any screen and press [icon] to make
a call.

> *Tip:* To call a contact, on the Home screen, type part of a contact name,
> highlight the name or number, and press [icon].

Answering a Phone Call

▶ To answer an incoming call, press [icon].

In-Call Options

During an active call, press ![BlackBerry key] to display a menu of available in-call options, such as **Flash**, **Mute**, or **Activate Speakerphone**. You can also tap one of the options at the bottom of the screen.

Using the Mute Option

▶ During a call, tap **Mute** or press the **Mute** key on the right side of your device. To turn off mute, tap **Mute off** or press the **Mute** key again.

Using the Speakerphone

▶ To turn the speakerphone on or off during a call, press ![speaker key].

Call Waiting

To answer an incoming call waiting call:

▶ When you hear the call waiting tone and see the "Waiting Call" message, press ![send key] to answer the incoming call and place the active call on hold.

   ▪ To switch between calls, tap **Flash** or press ![BlackBerry key] > **Flash**.

Making Emergency Calls

Your BlackBerry device is designed to allow emergency calls even when it is locked or when your account is restricted, provided you are within range of a compatible wireless network.

To make an emergency call:

▶ Dial the emergency access number for the country you are in (for example **911** in the U.S. or **112** in countries that are part of the European Union), and then press ![send key].

To make an emergency call if your BlackBerry device is locked:

▶ Press $\blacksquare$ > **Emergency** > $\boxed{}$.

Enhanced 911 (E911) Information

Your BlackBerry device features an embedded Global Positioning System (GPS) chip necessary for utilizing E911 emergency location services where available.

When you place an emergency 911 call, the GPS feature of your BlackBerry device begins to seek information to calculate your approximate location. Depending on several variables, including availability and access to satellite signals, it may take up to 30 seconds or more to determine and report your approximate location.

Important: **Always report your location to the 911 operator when placing an emergency call.** Some designated emergency call takers, known as Public Safety Answering Points (PSAPs) may not be equipped to receive GPS location information from your BlackBerry device.

Note: The GPS feature on your BlackBerry device can help emergency personnel determine your location in instances where you are in a wireless coverage area, your device is able to communicate with a GPS-enabled satellite, and your emergency response center is equipped to process such information. However, successful determination of your location is not guaranteed.

Note: YOU SHOULD NOT RELY ON ANY WIRELESS DEVICE FOR ESSENTIAL COMMUNICATIONS, INCLUDING MEDICAL EMERGENCIES. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

Note: You can only make emergency calls by typing official emergency access numbers (for example, 911 in North America or 112 in European Union countries).

Voicemail

Note: For information about setting up voicemail on your BlackBerry device, see "Set Up Your Sprint Voicemail" on page 8 for details.

To change your voicemail options, follow the audio prompts in the voicemail system.

New Voicemail Message Alerts

When you receive a new voice message, your BlackBerry device alerts you and prompts you to call your voicemail.

Retrieving Your Voicemail Messages

You can review your messages directly from your BlackBerry device or from any other touch-tone phone.

Using Your BlackBerry 9930 to Access Your Voicemail Messages

► From the Home screen, press and hold 🔳. If prompted, enter the password to access your voicemail.

Using Another Phone to Access Your Voicemail Messages

1. Dial your wireless phone number.
2. When your voicemail answers, press * and enter your voicemail password.

Sending Text Messages

You can send text messages to up to 10 recipients.

1. Tap **Text Messages** 📑 > 🎛 > **Compose Text Message**.
2. In the **To** field, do one of the following:
   - Type a contact name
   - Type a phone number that can receive text messages (including area code) and then press ↵.
   - Type an email address.
3. Type a message, and then press ↵.

Contacts

Adding Contacts

- To add a contact using the Contacts application, tap **Contacts** ![icon] > **New Contact**. Type the contact information. Press ![icon] > **Save**.
- To add a contact from a message, call log, or Web page, highlight the contact name, number, or email address and press ![icon] > **Add to Contacts**. Add or edit the contact information and then press ![icon] > **Save**.

Synchronizing Contacts

Some types of email addresses, including Google Mail™ and Yahoo!® Mail, allow you to synchronize contacts between your email account and your BlackBerry device. If you turn on contact synchronization for an email address, you can add, change, and delete contacts from your device or from your email account.

> *Note:* If you have installed BlackBerry® Desktop Software on your computer (see "The BlackBerry Desktop Software" on page 28), you can also add contacts by connecting your BlackBerry device to your computer and synchronizing with a compatible Personal Information Management (PIM) address book. See the BlackBerry Desktop Software Online Help for details.

Calendar

Adding an Appointment

1. Tap **Calendar** 🗓️ > 🔲 > **New Appointment**.
2. Type the appointment information and then press 🔲 > **Save**.

Camera

1. Tap **Camera** 📷.
2. Use the display screen as a viewfinder and tap 📷 or click the trackpad to take a picture.
   - To zoom, slide your finger and thumb up or down on the screen or trackpad.

Video Camera

Note:	Before using the Video Camera, a microSD card must be inserted into the media card holder. The microSD card is preinstalled in your BlackBerry device.
	To confirm that a microSD card is installed, tap **Options** 🔧 > **Device** > **Storage** and look under Media Card Storage.

1. Tap **Media** ▶️ > **Video Camera** 📹.
2. To start recording, tap ⚫.
3. To pause recording, tap ⏸️.

Visit a Web Page or Search the Internet

1. Tap **Browser** 🔵.
2. In the field at the top of the screen, type a Web address or search terms and press ⏎.

> *Tip:* To zoom, slide your finger and thumb together or apart on the screen.

Tabbed Browsing

With tabbed browsing you can open multiple web pages on your BlackBerry device at the same time.

Open, Close or Switch between tabs

Do one of the following:

1. To open a new tab, in the browser, tap ▢ or press 🔳 > **Tabs**. Tap the **New Tab** icon.
2. To switch between tabs, in the browser, tap ▢ or press 🔳 > **Tabs**. Tap a tab.
3. To close a tab, in the browser, tap ▢. Highlight a tab. Tap ✖.

Setting a BlackBerry 9930 Password

1. Tap **Options** 🔧 > **Security** > **Password**.
2. Select the **Enable** check box and then tap **Set Password** or **Change Password.**
3. Type a password, click the trackpad, and then repeat to confirm.
4. Press 🔳 > **Save**.

To turn off your BlackBerry device password, clear the **Enable** check box. You will need to enter your password to confirm the change.

Locking and Unlocking the BlackBerry 9930

To lock your device:

To perform this task, you must have set a password for your BlackBerry device.

▶ Tap **Password Lock** 🔒.

To unlock your device:

▶ Tap **Unlock** and then type your password and press the trackpad.

> *Note:* When the BlackBerry device is locked, you should be able to make an emergency call without dialing the emergency access number, provided you are within range of a compatible wireless network. Press ▬▬ > **Emergency** > ▭.

> YOU SHOULD NOT RELY ON ANY WIRELESS DEVICE FOR ESSENTIAL COMMUNICATIONS, INCLUDING MEDICAL EMERGENCIES. Emergency numbers may vary by location and emergency calls may be blocked or impeded by network, environmental, or interference issues.

> You can only make emergency calls by typing official emergency access numbers (for example, 911 in North America).

> *Tip:* For additional options and shortcuts, including locking the keyboard, see "Navigating Screens" on page 45.

Location Settings

Your BlackBerry device is equipped with a Location feature for use in connection with location-based services that may be available.

Where services are available, the Location feature allows the network to detect your position using GPS technology. Turning Location off will hide your location from everyone except 911 (where compatible wireless coverage is available and the emergency response center is equipped to process such information). However, successful determination of your location by the emergency response center is not guaranteed.

> *Note:* No application or service may use your location without your request or permission. GPS-enhanced 911 is not available in all areas.

To enable your BlackBerry device's location feature:

1. Tap **Options** 🔧 > **Device** > **Location Settings**.
2. Change the **Location Services** field to **Location On**.
   - You can also enable or disable **Location Data** and **Location Aiding** from this menu.
3. Press 🔳 > **Save**.

> *Note:* Tap **Help** 🔵 for more information about location-based services, such as **Maps.**

Using Bluetooth With Your BlackBerry 9930

Turning Bluetooth Technology On or Off

▶ On the Home screen, tap the connections area at the top of the screen. Select the **Bluetooth** check box. To turn off Bluetooth technology, clear the **Bluetooth** check box.

Pairing With a Bluetooth-Enabled Device

You must pair your BlackBerry device with a Bluetooth-enabled device before you can connect to it. For more information about preparing the Bluetooth-enabled device for pairing, see the documentation that came with the Bluetooth-enabled device.

1. On the Home screen, tap the connections area at the top of the screen and then tap **Networks and Connections** > **Bluetooth Connections** > **Add New Device** > **Search**.

2. Click the name of a Bluetooth-enabled device.

3. If necessary, do one of the following:
   - If the Bluetooth-enabled device does not have a keyboard (for example, a headset), type the pairing passkey from the Bluetooth-enabled device's documentation (frequently 0000) into your BlackBerry device.
   - If the Bluetooth-enabled device has a keyboard (for example, a laptop computer), type a pairing passkey of your choosing on both devices.

   Note: Verify that the Bluetooth-enabled device that you want to pair with is in the correct mode for pairing.

About NFC Technology

NFC (Near Field Communication) technology is a short-range, wireless technology that is designed to allow you to quickly exchange information between your BlackBerry® device and smart accessories, smart access points, and smart tags. You can also use NFC technology to save, view, create, or change smart posters.

To use NFC technology, your device must be within approximately 1 inch (2.5 cm) of the smart accessory, smart access point, or smart tag that you want to exchange information with. For functions such as viewing smart posters or connecting to smart accessories, NFC technology must be turned on and the backlight on your device must be turned on.

Turn On or Turn Off NFC Technology

▶ On the Home screen, tap the connections area at the top of the screen or tap **Manage Connections** ((ᵧ)) .

  ▪ To turn on NFC technology, select the **NFC** checkbox.
  ▪ To turn off NFC technology, clear the **NFC** checkbox.

Connect to or Disconnect From a Smart Accessory

Do one of the following:

  ▪ To connect to a smart accessory, tap the smart tag reader on the back of your BlackBerry device against the smart accessory. If necessary, tap **Pair with Bluetooth**. If necessary, enter your device password.
  ▪ To disconnect from a smart accessory, tap the smart tag reader on the back of your device against the connected smart accessory.

Smart Tags and Smart Posters

Organizations might add smart tags to items such as posters, flyers, or t-shirts. When you tap the smart tag reader on the back of your BlackBerry® device against a smart tag, your device views the smart tag's smart poster and presents you with the options to view or delete the smart poster. Smart posters can contain a range of information including web addresses, coupons, graphics, media files, event details, and more.

NFC Technology Options

Play a Sound Alert When NFC Technology Makes a Connection

You can set your device to play a sound alert when NFC technology connects to a smart accessory, views a smart tag, or exchanges information with a smart access point.

1. On the Home screen, tap the connections area at the top of the screen, or tap **Manage Connections** (⟨ᵪⱼ⟩).
2. Tap **Networks and Connections** > **Near Field Communication**.
3. Select the **Play Sound Alert on Tap** checkbox.
4. Press ⟦⟧ > **Save**.

The BlackBerry Desktop Software

Install the BlackBerry® Desktop Software on your computer to allow you to perform many useful tasks such as synchronizing contacts and calendars, backing up data, transferring files, and adding applications.

To install the BlackBerry Desktop Software:

▶ Visit www.blackberry.com/desktopsoftware and follow the instructions to download and install the software.

> *Note:* To find more information about the features of the BlackBerry Desktop Software, on your computer, click **Help** > **BlackBerry Desktop Software help**.

Finding Help With Other Features

▶ To access a full list of help topics for your BlackBerry device, tap **Help** ⑦.

▶ To open the main list of topics for all programs, tap **Contents** from any open Help screen.

▶ To access a list of topics that are associated with the application that you are using, press ⊞ > **Help**.

User Guide

The full User Guide for your BlackBerry device can be found on www.blackberry.com/go/docs.

> *Note:* See the **Safety and Product Information** booklet for more information about your BlackBerry device.

Using Advanced Sprint Services

With your BlackBerry® device and data services from Sprint, you have access to a variety of entertaining and useful features.

> *Note:* Consult your service plan for details on data usage. Depending on the plan and options selected, additional charges may apply.

Sprint TV & Movies

With Sprint, you can watch live TV on the go right on your BlackBerry device. Accessing your Sprint TV channels is as easy as using the remote control in your living room. Browse through the available free channels or subscribe to one of the premium offerings.

1. Tap **Media** ▶ > **Sprint TV & Movies** ▣. The first time you use the application, follow the prompts to download it to your BlackBerry device.
   - If prompted, click **Yes** to grant the application Trusted Application status. Follow any prompts to save appearance settings, location permissions, etc.

2. On the top bar, tap an option to find what you want to watch.
   - **Home** to return to the Sprint TV & Movies home page.
   - **Live TV** to select from a list of currently available live channels.
   - **On Demand** to see a categorized list of available on demand programs.
   - **Movies** to see a selection of movies available for purchase.
   - **Shop** to purchase premium viewing packages or individual channel access.
   - **Help** to view information about the Sprint TV & Movies application.

3. Browse through the available programming and click a clip or channel to view the program.

> *Note:* The first time you access a channel that requires a subscription, you will be prompted to purchase access. Select **Subscribe** to purchase access, or select **Preview** to see a preview of the selected channel.

> Coverage not available everywhere. Content and lineup subject to change. Select channels also available for casual usage. Go to www.sprint.com/tvguide for more information.

> *Tip:* For quick access, tap a featured item in the center of the screen or select a live channel from the bottom bar.

> For more information, tap **Help** on the top bar.

Sprint Music

Sprint lets you use your BlackBerry device as an all-in-one music store and player. With Sprint Music Plus and the Music Store, Ringtone Store, and Ringback Tone Store, you can purchase, download, and play music, ringtones, and ringback tones for your BlackBerry device.

Accessing Sprint Music Plus

1. Tap **Media** > **Sprint Music** .
2. The first time you access the service, follow the onscreen instructions to download the application.

Note: Use of Sprint Music requires that a microSD card is properly installed in your device. Your BlackBerry device comes with a microSD card pre-installed.

Purchasing and Downloading Music

From the Sprint Music Plus Store, you can shop for songs to purchase and download to your BlackBerry device's microSD card.

1. Tap **Media** ▶ > **Sprint Music** 🎵 > **Music Store**.
2. Enter a song or artist in the search field or browse through options in the **Featured**, **New Releases**, **Top Downloads**, **Free Songs This Week** or **Genre** pages.
3. Tap a song to select it or click the trackpad. Select a song and click on it. (The song information screen is displayed.)
4. Follow the onscreen instructions to preview or purchase the song. Press 📱 at any time to display the Sprint Music Plus menu.

Tip: For ringtones or ringback tones, check out **Ringtone Store** and **Ringback Tone Store** from the Sprint Music Plus main menu.

Playing Music on Your BlackBerry 9930

Use Sprint Music Plus to play all of your downloaded music.

Accessing the Music Player

1. Tap **Media** ▶ > **Sprint Music** 🎵 > **My Library**.
2. Tap **Artists**, **Albums**, **Tracks**, **Genres** or **Playlists** and tap a song title to begin playing music.

- To pause or resume playing, press ▮▮ .
- To skip to the next or previous song, slide your finger left or right on the screen or trackpad.
- To view the current playlist, slide your finger up or down on the screen or trackpad. To begin playing another song, tap the song or highlight the title and click the trackpad.

> *Note:* You can close the music player and continue listening to music while using other features of your BlackBerry device. Press 🔴 to exit the music player and display the Home screen. To stop playback, return to the Player screen and press ▦ > **Close**.

> If you make or receive a phone call while listening to music, playback will pause until the call is over. Using certain applications, such as the Camera, will stop playback altogether.

Additional Sprint Services

More advanced services, including NASCAR Sprint Cup Mobile are available for use on your BlackBerry device.

1. Tap **Media** ▶ and then tap the icon for the feature you want to use, such as **NASCAR Sprint Cup Mobile**.
2. The first time you access a feature, follow the prompts to download and set up the application.
3. Once you're set up, follow the instructions to take advantage of your Sprint services.

Sprint Worldwide℠ Wireless Service

Getting Started With Sprint Worldwide Service

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

To activate Sprint Worldwide service:

► Chat with or email an international support rep. Visit www.sprint.com/international, click **Traveling with a Sprint Device**, and then click the **Chat with us** or **Email us** link on the right side of the screen.

► Call Sprint Worldwide Customer support at **1-888-226-7212, option 2**.

> *Note:* Your BlackBerry device is compatible with European and worldwide voltage standards; however, an additional power adapter is required. To purchase an approved adapter, please visit www.shopblackberry.com.

Your SIM Card

Your BlackBerry device comes with a preinstalled SIM (Subscriber Identity Module) card to support roaming on compatible GSM/UMTS networks.

> *Note:* Your SIM card should be preinstalled. If you need to reinstall your SIM card, please follow the instructions below.
>
> The SIM included contains infomation specific to your BlackBerry device and should be retained with the device for use on GSM/UMTS networks.

Insert your SIM card

1. Remove the battery cover and battery.
2. Slide the SIM card into the SIM card holder
3. Replace the battery and battery cover.

(See "Insert the Battery and Memory Card*" on page 5.)

Activating Global Roaming Mode

Your BlackBerry device is designed to enter global roaming mode automatically when you activate your Sprint Worldwide service, meaning that it should automatically connect to an appropriate CDMA network or GSM/UMTS network when you travel. You may also set global roaming options by tapping the **Manage Connections** icon on the Home screen.

To set your global roaming options manually:

▶ Tap **Manage Connections** > **Networks and Connections** > **Mobile Network.**

- To connect to GSM/UMTS networks only, set the **Network Technology** field to **GSM/ UMTS** option. To optimize network coverage, set the **Network Mode** field to one of the following: 2G & 3G or 2G and 3G/4G.

- To connect to CDMA networks only, set the **Network Technology** field to **3G**

- To connect to available CDMA or GSM/UMTS networks, set the **Network Technology** field to **Global**.

Making and Receiving Worldwide Calls

When traveling on international networks, you can place and answer calls as you would on the Sprint network (see "Making and Answering Phone Calls" on page 14), although some additional instructions may be required to place a call. Some features and services are not available in all countries. For more information on services that are available while roaming, visit www.sprint.com/sww.

> *Note:* **Plus Code Dialing** - When placing international calls, you can use the Plus Code Dialing feature to enter the appropriate international access code for your location (for example, 011 for international calls placed from the United States). Plus Code Dialing is only available when roaming internationally on GSM networks and on certain CDMA networks in the United States, Canada, and the Caribbean.
>
> International access codes and dialing information are available online at www.sprint.com/sww.

To place an international call:

1. If you are on a GSM network, press and hold ⓞ⁺ to insert a "+" on the phone dial screen. (The "+" symbol automatically inserts the international access code for the country from which you are calling.)

   - or -

   If you are on the CDMA network outside Canada or the Carribbean, enter the international access code for the country from which you are calling.

2. Enter the country code, city code or area code, and the phone number you're calling.

3. Press ⬚ to place the call.

> *Note:* Some countries require additional dialing steps for calling a mobile number;
> you will need to verify you are dialing the number the same as you would from
> a wireline phone in that country.

> *Important:* Always check the local requirements for placing emergency calls. When
> traveling in GSM locations, the emergency number is 112. In CDMA mode, the
> emergency number will vary by country. Emergency 911 (E911) location
> services are not available when roaming internationally.

Sprint Voicemail Service

Your Sprint voicemail will follow you as you travel. All of your unanswered calls will be
forwarded to your Sprint voicemail. You will need to be sure your voicemail box is already
set up and that you know your voicemail password.

> *Note:* In India, Sprint voicemail is not available while roaming on the GSM network; it
> does work while on the CDMA network.

Setting Up Your Voicemail Access Number

To simplify accessing your Sprint Voicemail while traveling, you can set up your voicemail access number as a Contacts entry. This will make it faster and easier to access your messages while roaming internationally.

1. To add a contact using the Contacts application, Tap **Contacts** 👤 > **New Contact**.

2. Type a name for the entry (for example "Voicemail").

3. Enter 0️⃣, 1️⃣, (+1), your area code, and your wireless phone number.

4. Press ▣ > **Save**.

Accessing Your Voicemail

New Message Indicators

Your voicemail message indicators may be displayed differently when roaming internationally.

● A "Message Waiting" indicator icon or a text message is displayed when a voicemail message is received.

● You may see "Missed Call" on your screen prior to receiving a message notification.

● You must call voicemail in order to retrieve messages. Follow the instructions above to store your voicemail number for easy access.

Retrieving Voicemail Messages

The voicemail retrieval process while traveling is the same as on the Sprint Network; however, you will be required to enter your voicemail password.

To retrieve your voicemail messages:

1. Tap **Contacts** 👤 , highlight the voicemail access entry and press 📞 .

2. When your voicemail answers, press 🔑, enter the password, and press # to access your voicemail.

Voicemail Troubleshooting

Please keep the following tips in mind when using Sprint voicemail while traveling:

- Some carriers may not support voicemail indicators. It may be necessary to call your voicemail to see if you have any new messages.
- If you hear the message "Please enter the number of the subscriber you wish to call," enter your 10-digit wireless phone number.

International Data Roaming

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

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

Getting Started With Data Services

To use Sprint Worldwide Data Services, you will need to have these services activated on your account.

▶ To activate, call Sprint Worldwide Customer Support at **1-888-226-7212, option 2**. Representatives are available 24 hours a day, 7 days a week to assist you.

Once your services are activated, you may need to select a GSM data services provider for the country you are in.

Accessing Your Email and Data Services on GSM Networks

To access your email and browse the Web when traveling, you may need to manually select the carrier that provides Sprint service in your location. You can find a list of carriers for each country where GSM data service is offered at www.sprint.com/sww. Then, follow the instructions below to select the appropriate carrier network on your BlackBerry device.

To select a GSM data service carrier for a specific country:

1. Tap **Manage Connections** (•••) > **Networks and Connections** > **Mobile Network** > **Network Technology** > **GSM/UMTS.**

2. Change the **Network Selection Mode** field to **Manual**.

3. Tap a wireless network that supports Sprint International GSM Data Roaming.

4. Tap **Select Network**. Press [::] > **Close**.

Accessing Your Email and Data Services on CDMA Networks

If data service is available on a CDMA network, then you only need to set the phone to CDMA; you will not need to select the specific carrier. Selecting a specific carrier is only necessary for providers on the GSM network. If your device has automatically selected a GSM network while traveling, then you will need to set the phone to CDMA to access CDMA data services. (See "Activating Global Roaming Mode" on page 34.) Visit www.sprint.com/sww for a list of services available in each country.

Understanding Status Messages

You may receive status messages under certain conditions. Before contacting Sprint Worldwide Customer Support, note the message, numeric code, and the conditions under which it appeared. The following table lists and describes the status messages.

Status Messages	*Message Description*
Number Not in Service	The number that you entered is not valid.
User Not Available	The phone that you called is either busy, out-of-range, or turned off. Please try again later.
User Not Authorized	The phone that you called is either busy, out-of-range, or turned off. Please try again later.
Please Try Later	This service is temporarily not available. Please try again later.
Service Restricted	Service may not be activated properly. Please contact Sprint Customer Service to report the issue for resolution.
Service Not Available	This feature is not available on the current network.
Emergency Calls Only	Either the service is not activated properly or the current network is available for emergency calling only. Adjust your network settings to check for other available networks. If service is still not available after adjusting the settings, contact Sprint Customer Service to report the issue for resolution
System Busy. Try Later	The system is experiencing heavy traffic. Please try again later.

Sprint Worldwide Wireless Service

Status Messages	*Message Description*
Service Conflict	This service cannot be enabled because an incompatible service has already been turned on.
Please Try Again	An error occurred. Note the error code and try again.
Self Check Error	A fault was detected with your phone. If this error recurs, note the error and contact Sprint Customer Service.
Self Check Fail	An operational fault was detected with your phone. Note the numeric code, turn your phone off, and contact Sprint Customer Service.
Wrong PIN	You have entered an incorrect SIM PIN number. You have only three attempts to enter your PIN. After a third unsuccessful attempt, your phone will be locked and you will have to call Sprint Customer Service to have it unlocked. Sprint sets the default to PIN off; if you elect to enable the PIN then you will need to contact Sprint for the default PIN and PUK.
PIN Blocked. Call Your Provider	An incorrect SIM PIN was entered three consecutive times. You will be unable to send or receive calls on your phone. Contact Sprint Customer Service to obtain the PIN Unblocked Key (PUK) code. Sprint sets the default to PIN off; if you elect to enable the PIN then you will need to contact Sprint for the default PIN and PUK.
Insert SIM	Your SIM Card is not being detected. Please check to ensure that you have inserted the SIM Card.
Check SIM Card	Please check your SIM card to make sure it is properly inserted.

Contacting Sprint

If you experience any issues with voice or data services while outside of the United States, Sprint offers customer support 24 hours a day. In the event that you do experience an issue, try the following actions:

● First try powering your device off and then back on; this will force your BlackBerry device to reregister with the network.

● Try manually selecting another network. Information for selecting networks can be found in the phone guide.

If neither of these actions resolves your issue, you will need to contact customer service (see below). When calling to report an issue, the following information will be beneficial in trying to resolve your issue as quickly as possible:

● Your wireless phone number.

● The city and country you are traveling in.

● Any error mesage that displays on your BlackBerry device or that you heard when trying to place a call.

● If the issue is with data, were you able to place voice calls?

● If the issue is with voice service, were you able to access data?

Please call the numbers below if you need assistance:

While in the United States:

● Call **1-888-226-7212, option 2**.

While traveling outside the United States:

● In GSM mode: press ![key] and then dial **1-817-698-4199, option 3.**

● In CDMA mode: enter the country code and then dial **1-817-698-4199, option 3.**

There is no charge for this call from your BlackBerry device.

From a landline phone when outside the United States:

Sprint Worldwide Customer Support can be reached from a landline phone at
1-817-698-4199, option 3. Access or connection fees may apply. The toll free numbers below can also be used to contact Sprint Worldwide Customer Support in the following countries:

Country	*From Landline Phone*
Caribbean (Anguila, Barbados, Cayman Islands, and Dominica)	1-888-226-7212
France	0800-903200
Germany	0800-180-0951
Italy	800-787-986
Mexico	001-877-294-9003
Trinidad and Tobago	1-800-201-7545
United Kingdom	0808-234-6616

Note: This toll free service is available on ordinary landline phones and some public pay phones. This service does not cover any holel access charges.

BlackBerry 9930 Basics and Shortcuts

Navigating Screens

Lock the BlackBerry device	If you have set a device password (see page 22), tap **Password Lock**
Unlock the BlackBerry device	Tap **Unlock** and then type your password. Click the trackpad
Lock the screen	Press the lock key on the top of your device
Unlock the screen	Press the lock key on the top of your device
Return to the previous screen	Press **Escape**
Return to the Home screen	Press **End/Power**
Select an item	Tap the item or highlight it and click the trackpad
Select multiple items	Press and hold and slide your finger on the trackpad
Switch applications	Press and hold **Menu**
Turn the BlackBerry device on or off	Press and hold **End/Power**

Basics & Shortcuts

Typing and Editing

Capitalize a letter	Press and hold the letter key.
Insert a period	Press `space` twice.
Type the alternate character on a key	Press `alt` and the desired key.
Type a symbol	Press `sym` and the letter key that appears below the desired symbol
Insert an accented character	Press and hold a letter key and slide your finger left or right across the trackpad.
Select text	Press `⇧aA` and slide your finger on the trackpad.
Select characters	Press and hold `⇧aA` and slide your finger on the trackpad.
Copy selected text	Click the trackpad > **Copy**.
Cut selected text	Click the trackpad > **Cut**.
Paste selected text	Click the trackpad > **Paste**.
Cancel a selection	Press **Escape** `⤺`.

Battery Status Indicators

Full battery power

Low battery power

Charging

Wireless Network Coverage

You must be connected to the Nationwide Sprint Network to begin using many of the features of your BlackBerry device. To connect to or disconnect from the network, tap **Manage Connections** . Indicators on the Home screen show the wireless coverage level for the area in which you are using your BlackBerry device.

3G	You can use the phone, send and receive email messages, PIN messages, and text messages. You can use the phone and send and receive email messages or use the browser simultaneously.
EDGE	You can use the phone, send and receive email messages, PIN messages, and text messages, and use the browser.
GSM **3g edge** **gprs**	You can use the phone and send and receive text messages.
SOS	You can only make emergency calls.
OFF	Your connection to the wireless network is turned off.
X	You are not in a wireless coverage area

Wi-Fi Coverage Indicators

|	
🛜 **+ network name**	You can send and receive email messages and instant messages over a Wi-Fi connection.
🛜 **+ network name**	Your BlackBerry device is connected to a Wi-Fi network but you cannot send or receive email messages or instant messages over the Wi-Fi connection.
🛜	Your connection to a Wi-Fi network is turned on, but you are not connected to a Wi-Fi network.

Shortcuts

Phone Shortcuts

Change your ring tone	Press ⌨ > 🔘 > **Phone Ring Tones.**
Open the phone application or make a phone call	Press ⌨.
End a call	Press ☎.
Turn mute on or off during a call	Press the **Mute** key on the right side of your device.
Turn speakerphone on or off during a call	Press 🔊.
Change the volume during a call	Press the volume buttons up or down.
Dial a letter in a phone number	Press alt and then press the letter key.
Add an extension to a number	Press alt and 8ₓ and then type the extension.
Redial a number	Press ⌨ twice.
Call voicemail access number	Press and hold 1w.
Assign speed dial to a key	Press and hold the key that you would like to assign speed dial to.

Browser Shortcuts

To use browser shortcuts, turn on shortcuts in the browser options. Tap **Browser** > [🔲] > **Options**. Select the **Enable Keyboard Shortcuts** check box, press [↩] > **Save**.

Open a selected link	Press [↵] or click the link.
Insert a period in the Web address field	Press [space].
Insert a slash mark (/) in the Web address field	Press [⇧aA] and [space].
Close the browser	Press and hold [↩].
Switch between tabs	Press [1w].
Open the bookmark list	Press [K'].
Add a bookmark	Press [*A].
Refresh a web page	Press [3R].
Move down a screen	Press [space].
Move up a screen	Press [⇧aA] and [space].

Message List Shortcuts

Open a selected message	Press ↵.
Reply to sender	Press R.
Reply to all	Press L.
Forward message	Press F.
Move to the next unopened message	Press U.
Move down one screen	Press space.
Move up one screen	Press ⇧aA and space.
Move to the top of the list	Press T.
Move to the bottom of the list	Press B.
Compose a message	Press C.
Display the phone call log	Press alt and P.

Calendar Shortcuts

Move forward in week, month or day view	Press space.
Move back in week, month or day view	Press ⇧aA and space.
Move the cursor horizontally in week view	Slide your finger left or right on the trackpad
Move the cursor vertically in month view	Slide your finger up or down on the trackpad

For additional BlackBerry device help and troubleshooting information, visit: www.blackberry.com/support.

Basics & Shortcuts

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Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
Centrum House
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