

# BlackBerry® 8830 World Edition



**Powered by Sprint Nextel**

**Presented by:  
National Data  
Support  
Specialists**

# Agenda for Training

- **What's in the box**
- **Device layout**
- **Options**
- **Home Screen**
- **Wireless Calling**
- **Address Book**
- **Email**
- **Calendar**
- **Internet Browser**
- **Profiles**
- **Ancillary Items (International, Phone as a Modem etc)**





# What's in the Box?



- ❑ **USB Cable**
- ❑ **Holster**
- ❑ **Travel Charger**
- ❑ **Rechargeable lithium-ion battery**
- ❑ **Blackberry Getting Started Guide**
- ❑ **Desktop Software CD-ROM**
- ❑ **Sprint-Nextel Services Guide**
- ❑ **International Roaming SIMS Card**
- ❑ **Handheld User Guide**



# Device Layout



- What's in the box
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- Profiles
- Ancillary Items (International calling, Phone as Modem)



**BlackBerry® 8830 World Edition Phone**

# Overview of BlackBerry 8830



**Note: The Power button can also be used to activate the sleep feature which saves battery power.**

# Overview of the BlackBerry® 8830





# Using the BlackBerry® 8830



- Trackball Navigation
  - Fast and intuitive, one hand navigation



## Move around the screen

- To move the cursor in any direction and highlight items, roll the trackball.
- To select an item or follow a link, click the trackball.
- To open a menu, press the  key.
- To close a menu or move back a screen, press the  key.

# Understanding the LED Light



**The LED light on the top of your BlackBerry® device flashes different colors to indicate different statuses.**

- **Green:** You are in a wireless coverage area.
  - **OFF:** Options>Screen/Keyboard>LED Coverage Indicator OFF/ON
- **Blue:** Your BlackBerry device is connected to a Bluetooth® enabled device.
  - **OFF:** Options>Bluetooth>Enable/Disable>Menu>Options>LED Connection Indicator OFF/ON
- **Red:** A new message has arrived and your selected notification profile is set to notify you using the LED.
- **Amber:** The battery power level for your device is low.



# BlackBerry Options



- What's in the box
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# Options



**A large variety of settings and features can be accessed via the “Options” icon**

- ❑ **Commonly used options include:**
  - AutoText
  - Convenience Key (8830)
  - Date / Time
  - Mobile Network (International Options)
  - Owner
  - Screen / Keyboard
  - Spell Check
  - Status (PIN)

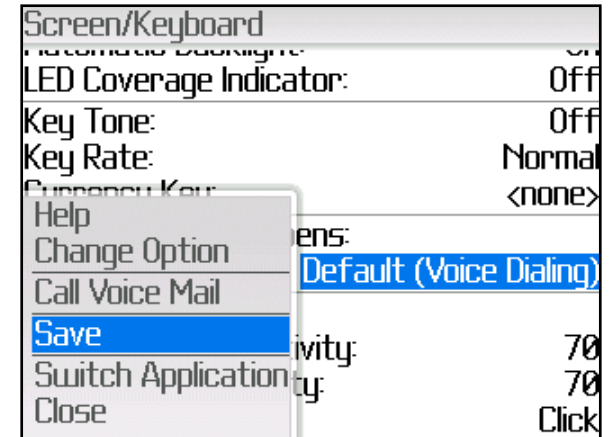
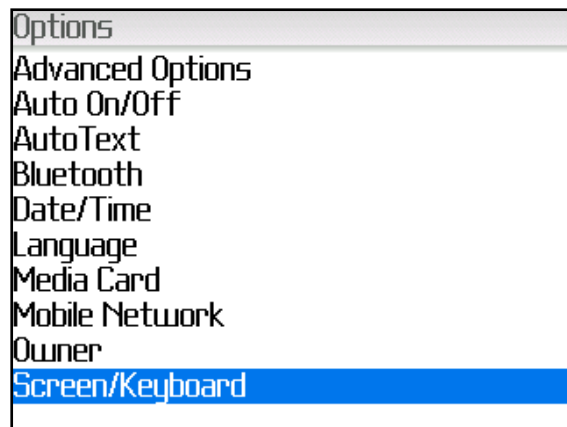
# Options continued



## Screen and Keyboard

To change font size and font

- ❑ Click **Options > Screen/Keyboard**
- ❑ Select preferred font, size, and style
- ❑ Click **Save**



**Note: You can also change the options for the backlighting, LED light, and key tones in the screen and keyboard screen**

# Options continued. .



## Convenience Keys

- ❑ Your BlackBerry 8830 includes a side Convenience Key located on the left side of the device. (Default is Voice Dialing)
- ❑ These assignable keys allow you one-touch access to your selected programs

Screen/Keyboard	
LED Coverage Indicator:	Off
Key Tone:	Off
Key Rate:	Normal
Currency Key:	<none>
Convenience Key Opens:	Default (Voice Dialing)
Trackball	
Horizontal Sensitivity:	70
Vertical Sensitivity:	70
Audible Roll:	Click

## Programming the Convenience Keys

- Click **Options > Screen/Keyboard**
- Click **Convenience Key Opens**
- Select the programs you want the key to open, click the trackball, and then click **Save**

Screen/Keyboard	Nothing
LED Coverage Indicator:	Default (Voice Dialing)
Key Tone:	Address Book
Key Rate:	Alarm
Currency Key:	Application Switcher
Convenience Key Opens:	Applications List
	BlackBerry Messenger
	BrickBreaker
Trackball	Browser
Horizontal Sensitivity:	Calculator
Vertical Sensitivity:	Calendar
Audible Roll:	Call Log

# Options continued. .



## Auto Text

- Use basic words or abbreviations that the BlackBerry would translate into full sentences or larger words. (Short form)
  - **OOO:**
    - -I am currently out of the office and in the field training. I will respond once done. Thank you.
  - **TRF:**
    - Training Request Form
  - **My number:**
    - Your BlackBerry phone number.

To: abocking  
Subject: Test  
This is a test message  
  
Andrew  
  
Sig|

To: abocking  
Subject: Test  
This is a test message  
  
Andrew  
  
Product Manager  
BlackBerry Product Management  
Research In Motion



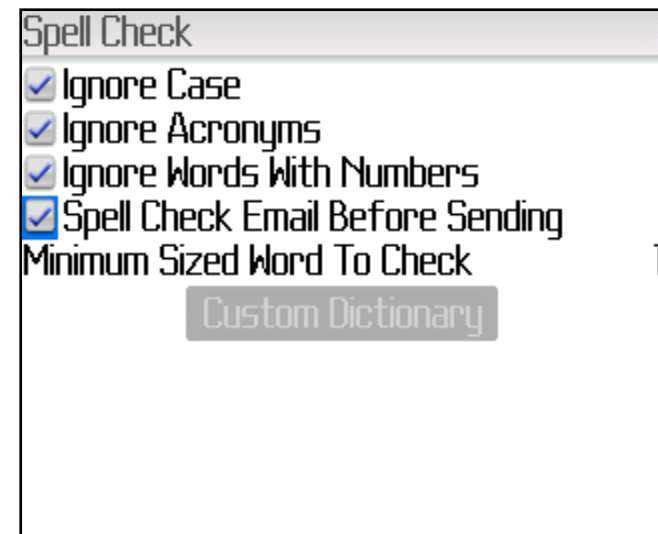
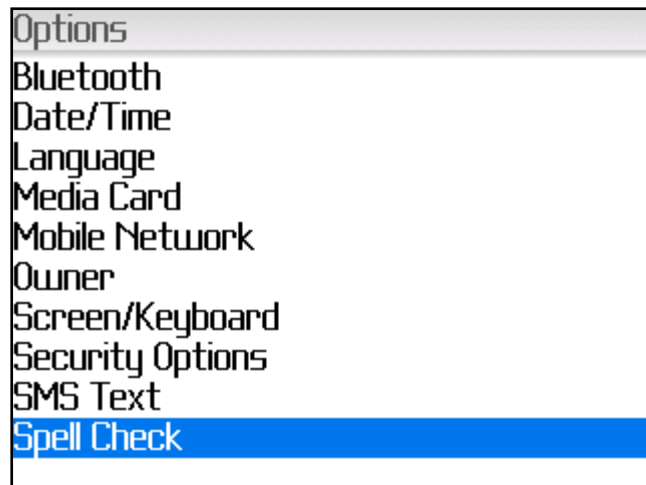
- **To program AutoText:**
- Click **Options > AutoText**
- Click Trackball and choose **'New'**
- **Replace** (Put in Short Version)
- **With** (Enter in Long Version)
- click to **Save.**
- Choose Edit from Submenu to modify existing Auto Text words

# Options continued. .



## Spell Check

- ❑ Checks spelling of words in editable text fields against the internal dictionary and the BlackBerry smart phone Address Book
- ❑ **Options>Spell Check>Select** all or customize as desired



# Home Screen and Status Indicators



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# BlackBerry® 8830 Home Screen at a Glance



## Home Screen


Battery Indicator

Date and Time



Signal Strength

Profiles

Alternative view. To access this view hit the  key. (Menu key)

\*Built-in light-sensing technology automatically adjusts screen and keypad brightness indoors and outdoors



**Default screen view**






















\*New CDMA BlackBerry device feature



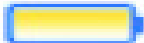


# Status Indicators






## Status Indicators

- |   |  |   |
|---|--|---|
|  roaming               |  Number mode on |  message sending             |
|  receiving data        |  Shift mode on  |  message not sent            |
|  transmitting data     |  Alt mode on    |  read message                |
|  alarm set             |  placed call    |  unread message              |
|  voicemail message     |  missed call    |  message includes attachment |
|  Bluetooth® on         |  received call  |  text (SMS) message          |
|  Bluetooth connected |  sent message |  Full EVDO access          |

## Battery Status

- |                    |  |
|--------------------|--|
| Full battery power |   |
| Low battery power  |   |
| Charging           |  |

- |   |
|---|
|  Not in an EVDO area phone is in PCS vision mode |
|  No data service                                 |
|  No data service                                 |

# Wireless Calling



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# Using Voicemail



## New Voicemail Message Alerts

When you receive a new voice message, your BlackBerry 8830 alerts you and prompts you to call your voicemail.

## Using Your BlackBerry 8830 to Access Your voicemail Messages

Press and hold the **#1** key . (Your BlackBerry 8830 will dial your voicemail box.)

## Using Another Phone to Access Your voicemail Messages

Dial your wireless phone number.

Press the asterisk key (\*).

Enter your voicemail pass code and press the pound key (#) to access your voicemail.

## Voicemail Options




When you are connected to your voicemail box, follow the spoken instructions to set your voicemail options, including enabling or disabling Expert Mode, setting up group distribution lists, selecting reply options, and recording an extended absence greeting.

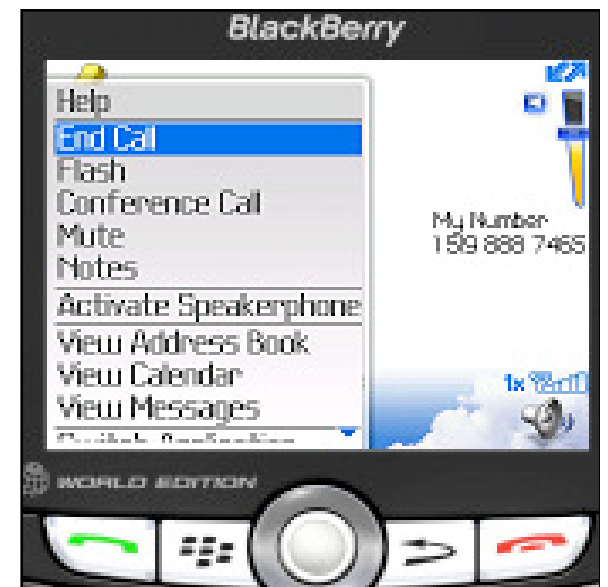
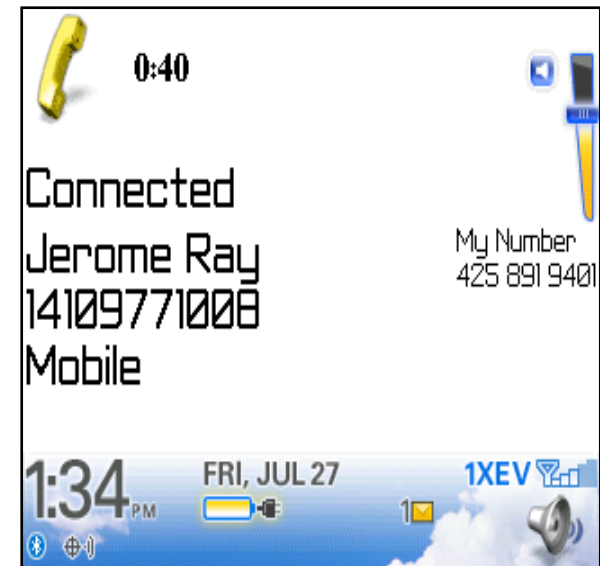
**NOTE: You can now listen to Unified Messaging voicemails in .wav file format through an Email attachment**

# Making and Receiving Calls



**In the home screen or in the phone perform one of the following:**

- ❑ Type the desired phone number then press the  key.
- ❑ Type a contact name or highlight a contact or phone number and press the  key
- ❑ To end the call press the  key.
  
- ❑ When receiving an initial phone call, you will receive visual and audio notification depending on the setting (vibrate, tone) that you chose.



# Making and Receiving calls continued



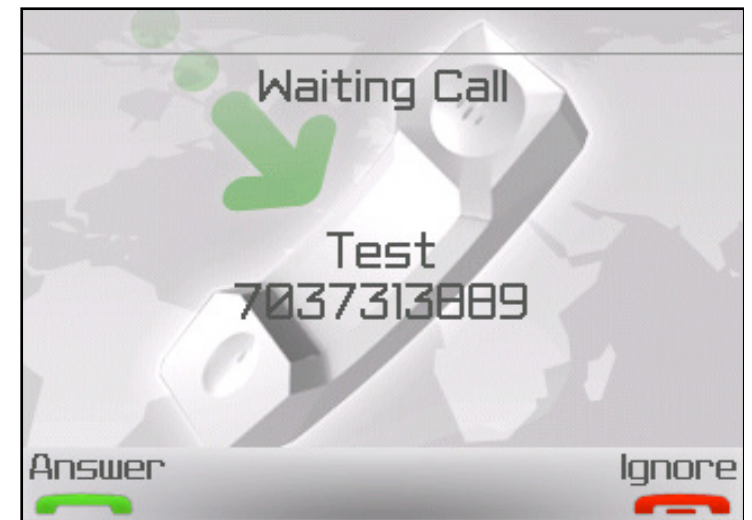
When receiving an initial phone call, you will receive visual notification and other notifications (vibrate or tone) depending on how your notification profiles have been configured.

## □ Incoming Call

- Answer
- Ignore

## □ Call Waiting

- Answer (current call on hold and answers incoming call)
- Ignore (sends incoming call to voicemail)

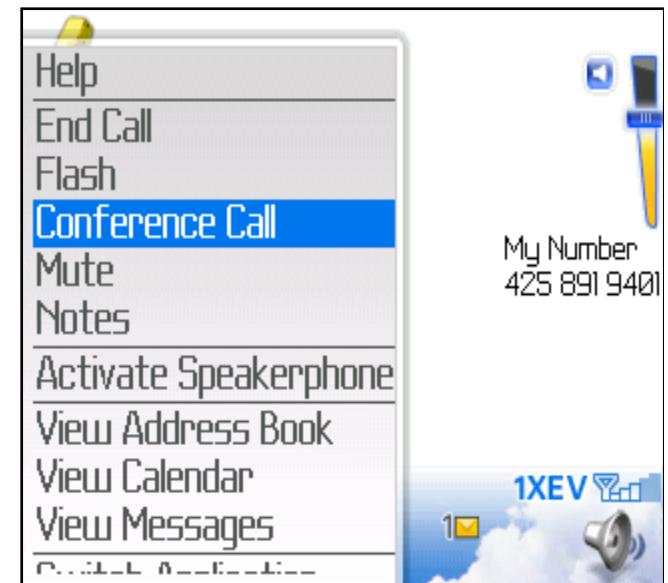


# Options While on a Call



Click the Trackball or Menu Key **“while on a call”**

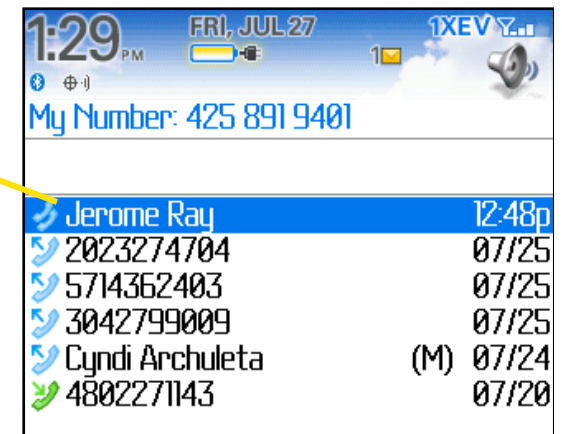
- ❑ **Mute your microphone** (Menu>Mute or Turn mute on or off during a call: Press the **Mute** button on the top of your BlackBerry.)
- ❑ **Turn integrated loudspeaker on/off** (Speaker Key)
- ❑ **Switch between two calls** (Menu> Flash, Menu>Flash)
- ❑ **Conference Call** (Menu>Conference Call menu>Flash to bring in the second call)
- ❑ **Access other applications** – home, calendar, Email or Address book (Menu>Switch Applications >select application) (also you can hold down the alt key escape button to switch apps.)
  - Insert **‘Notes’** during the call
  - Go to **“Home Screen”**



# Phone Short Cuts



- ❑ Open the **phone screen** or **make a phone call**: Press **Green** send Key.
- ❑ Ending a call, press the **Red** key
- ❑ Turning **Mute** feature on and off: Press the **Mute** button on the top right hand side of the phone.
- ❑ Turning **Speaker Phone** on and off: Press the **Speaker** key.
- ❑ **Volume** adjustment: Depress the silver volume buttons on right side of phone up or down.
- ❑ **Opening contact list from the Home Screen**: Press and hold **Green** send key.
- ❑ **To dial a letter in the number field**: Press **Alt** and the letter key.
- ❑ **Checking voicemail**: Press the number **1** key.
- ❑ **Redialing a recent number**: Press **Green** send key twice



## Phone Short Cuts continued



- ❑ To Add an extension to a phone number, press the **ALT** key and the **X** key (hold down the number 8 until it turn into an X, type the extension number.
- ❑ To Add a **Pause** or **Wait** option, type in the number in contacts, select menu and then select **Pause** or **Wait**.
- ❑ To view the Address Book hold the **Send** key down.
- ❑ To view the last number called press the **Space Bar** and **Enter**
- ❑ Advanced noise and echo control – cancels out background noise and echo
- ❑ To switch between calls: Click the trackball/menu and then click Flash.
- ❑ Press the **Send** key on any screen to open the **Phone Screen**.
- ❑ In number fields, type numbers without using the **Alt** key.



# Phone Short Cuts Continued



## Speed Dialing

User can assign all 26 letters A to Z to quickly dial numbers from the Home Screen.

- In the phone, press the Menu Key.
- Click View Speed Dial List
- Click an unassigned number key
- Click New Speed Dial
- Select the desired contact

## Forwarding Calls (**Fees apply when Call Forwarding**)

- From the Phone press the **Menu** key
- Click **Options**, then **Call Forwarding**
- Select a **Call Type**
- Click **Do not Forward** or the current **Call Forwarding** phone number
- Click a **Call Forwarding** number and press the **Menu** key
- Click **Save**

**To stop Call Forwarding set the Call Forwarding number to Do Not Forward**

# Voice Dialing



## Making a call using Voice Command

- ❑ If you are using a Bluetooth enabled device, such as a hands free car kit or wireless headset, verify that the Bluetooth enabled device supports this feature and that you have paired the device with your BlackBerry.

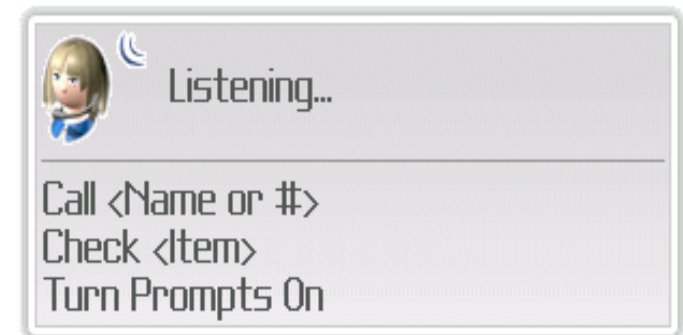
**Note: You cannot make calls to emergency numbers using voice commands**

- ❑ In the **Voice Dialing** application, wait for the sound
- ❑ Say **Call** and contact name or phone number.
- ❑ To end the call press the **End Key**

## To Turn Prompts Off

- ❑ In the Voice Dialing Application wait for the sound
- ❑ Say turn prompts off.

Voice Dialing  
Say a command



© 2007 VoiceSignal

# Voice Dialing continued. .



## Dial an Extension using Voice Command

- ❑ Verify that you have set **Smart Dialing** options
- ❑ You can only dial extensions within your company
- ❑ Say **Call Extension** and say extension number

## Set Voice Dialing Language

- ❑ In the device **Options** select Language
- ❑ Set the **Voice Dialing Language** field
- ❑ Press the **Menu Key** and select **Save**.

## Set the Matching Sensitivity Level For Voice Command

- ❑ In device **Options** select **Voice Dialing**
- ❑ Perform one of the following:
  - To increase matches, set the sensitivity field closer to **Reject Less**.
  - To reduce the number of incorrect matches, set the sensitivity field to closer to **Reject More**.
  - Select **Menu** then **Save**

# Address Book



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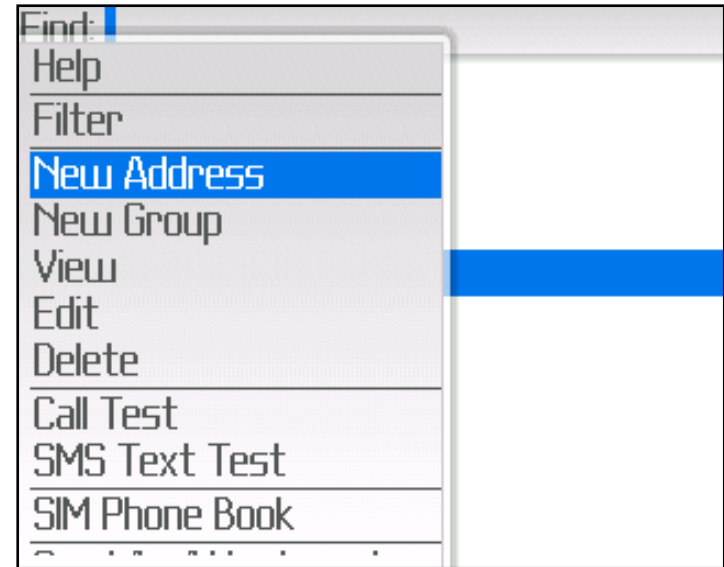
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# Address Book



## To Add a Contact

- ❑ In the address book press the  key.
- ❑ Click **New Address**
- ❑ Type in the contact information
- ❑ Click the trackball
- ❑ Click **Save**



## Adding Contacts from a Message, Call Log or Web Page

- ❑ In a message ,call log or web page, highlight a contact.
- ❑ Press the **Menu Key**
- ❑ Click add to **Address Book**
- ❑ Type in contact information
- ❑ Press the **Menu Key** then click **Save.**

# Address Book



## The “Lookup” Feature

You will only be able to use this feature if you have a BlackBerry Enterprise Server. If unsure ask your IT professional.

- ❑ You will click on your Address Book icon. You will click one more time to view your menu.
- ❑ Under the menu you will find Lookup, once you click on Lookup you will be given a box to type out the person’s name you are wanting to look up. Once you are done typing, click on the trackball and the results will start to populate.
- ❑ Once you have the person you needed simply highlight the name and click and you will be able to view the information or add it to your Address Book.

**Tip: When you lookup someone they do not automatically get added to your address book, you will need to click on the results to add.**

# Email Messaging



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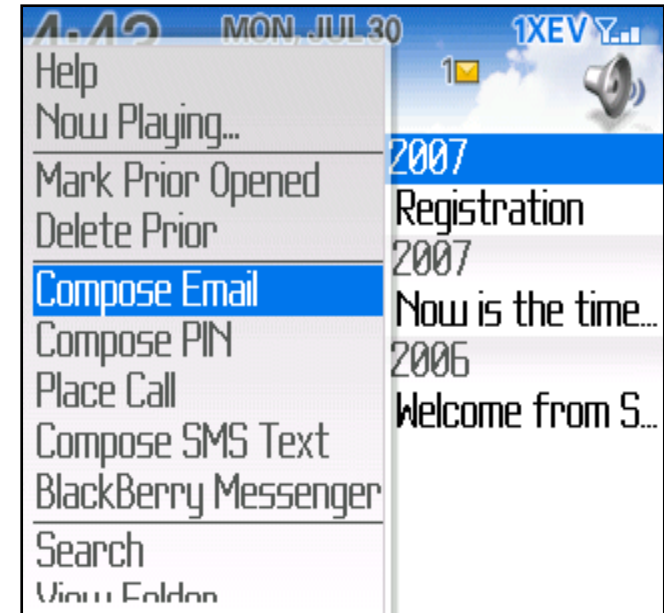
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# Email Messaging



## Sending an Email

- ❑ Click **Messages** (  ) to display a message list, & press .
- ❑ Click **Compose Email**.
- ❑ In the **To** field, perform one of the following.
  - Type an Email address.
  - Type a contact name.
  - Type part of a contact name. Click a contact.
- ❑ Type a message and click the trackball.
- ❑ Click **Send**.



**Note: If your BlackBerry device is associated with more than one Email address, in the Send Using field, you can set the Email address that you want to use to send Email message**



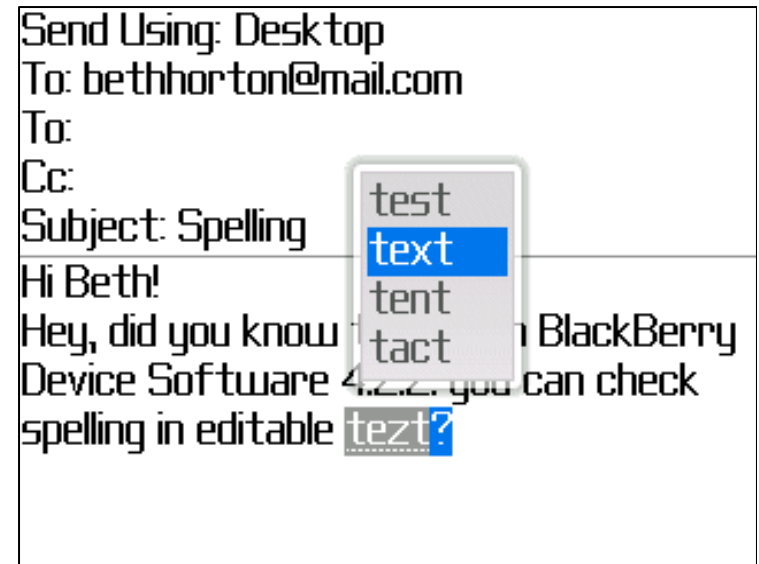
# Email Messaging continued



## Check Spelling

You can check the spelling in messages, memos, tasks, or appointments that you create.

- ❑ In a message press the **Menu Key**.
- ❑ Click **Check Spelling**.
- ❑ Perform any of the following actions:
  - To accept the suggested spelling, click the highlighted word.
  - To ignore the suggested spelling, press the **Escape Key**. Click **Add to Dictionary**.
  - To stop checking the spelling, press the **Menu Key**. Click **Cancel Spell Check**.



# Email Messaging continued. .



## Save a Message

- In a message, press the **Menu Key**.
- Click **Save**.

## Reply to a Message

- In a message, click the trackball.
- Click **Reply** or **Reply to All**.

## Forward a Message

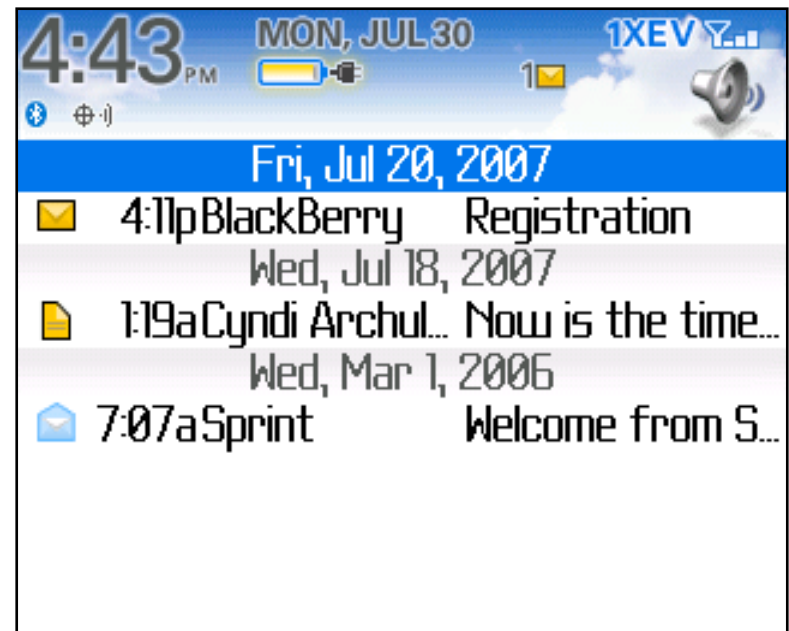
- In a message, press the **Menu Key**.
- Click **Forward** or **Forward As**.
- Click a message type.

## Delete a Message

- In a message, click the trackball.
- Click **Delete**.

**Note: To delete more than one message Left Shift Key+usetrackball to highlight the messages to delete.**

**To purge Deleted Items in Desk Top Delete Folder Messages>Options>Email Reconciliation>Purge Deleted Items**



# Email Messaging continued. .



## Request Delivery or Read Confirmation

In message list, press the **Menu Key**.

- Click **Options**.
- Click **Email Settings**.
- In **Delivery Status Notification** select option:
  - For read notification set the **Send Read Receipts** field.
  - For delivery or read notification set the **Confirm Delivery** and **Confirm Read** fields.
- Press the **Menu Key**.
- Click **Save**.

## Add a Signature

- In a message list, press the **Menu Key**.
- Click **Options**.
- Click **Email Settings**.
- Set the **Use Auto Signature** field to **Yes**.
- Type a signature.
- Press the **Menu Key**.
- Click **Save**.

**Note: Your signature is added to Email messages after you send them.**

# Email Messaging continued. .



## Set an Out Of Office Reply

- In a message list, press the **Menu Key**.
- Click **Options**.
- Click **Email Settings**.
- Set the **Use Out Of Office Reply** field to **Yes**.
- Type a reply.
- If you use IBM® Lotus Notes®, in the **Until** field, set the date on which the out-of-office reply should turn off.
- Press the **Menu Key**.
- Click **Save**.

To turn off the out of office reply, set the **Use Out Of Office Reply** field to **No**.

# Email Messaging continued. .



## Set the Importance Level for a Message

- When composing a message, press the **Menu Key**.
- Click **Options**.
- Set the **Importance** field.
- Press the **Menu Key**.
- Click **Save**.

## Mark a Message as Opened or Unopened (do the following in the messages screen)

- Highlight** a message, Press the **Menu Key**
- Select either **Mark Opened** or **Mark Unopened**.
- Highlight** a data field, Press the **Menu Key**.
- Select **Mark Prior Opened**

# Email Messaging continued. .



## Open an attachment

- In a message, press the **Menu Key**
- Select **Open Attachment**
  - If the message contains more than one attachment, on the Attachments screen, select an attachment. Select **Retrieve**

## View properties for an attachment

- You can view the size, author, publication date, and other attachment properties
- In an attachment, press the **Menu** key
- Select **Retrieve Info** or **View Info**

**Note: Enhanced integrated attachment handling \*.zip, .htm, .html, .doc, .dot, .ppt, .pdf, .wpd, .txt, .vcf, .xls, .bmp, .gif, .jpg, .png, .tif, .asf, .wmf .wav**

# Messaging Short Cuts



## In a Message

- To reply to a message, press **R**.
- To reply to all, press **L**.
- To forward a message, press **F**.
- To file a highlighted Email message, press **I**.
- To view the Email address of a contact, in a message, highlight the contact. Press **Q**. To view the display name again, press **Q**.

## In a Message List

- To open a highlighted message, press the **Enter Key**.
- To compose a message from a message list, press **C**.
- To mark a message as opened or unopened, press the **Alt** key and **U**.
- To view received messages, press the **Alt Key** and **I**.

# Message Short Cuts



- ❑ To view sent messages, press the **Alt Key** and **O**.
- ❑ To view voicemail messages, press the **Alt Key** and **V**.
- ❑ To view SMS text messages, press the **Alt Key** and **S**.
- ❑ To view all your messages again, press the **Escape Key**.

## Moving around a message list



- ❑ To move up a screen, press the **Shift Key** and the **Space Key**.
- ❑ To move down a screen, press the **Space Key**.
- ❑ To move to the top of a message list, press **T**.
- ❑ To move to the bottom of a message list, press **B**.
- ❑ To move to the next date, press **N**.
- ❑ To move to the previous date, press **P**.
- ❑ To move to the next unopened item, press **U**.
- ❑ To move to the next related message, press **J**.
- ❑ To move to the previous related message, press **K**.



# SMS Messaging (charges may apply)



## Sending SMS (Text) Messages – Domestic (U.S.) Only

- Click **Message**  to display a message list, and press .
- Click **Compose SMS Text**.
- Do one of the following:
  - If the recipient is not in your Address Book, click **(Use Once)**
  - If the recipient is in your Address Book, click the contact entry.
- Type a message and click the trackball.
- Click send.

## You can send an SMS Text Message to up to ten recipients.

- When composing an SMS Text Message, press the **Menu Key**.
- Click **Add Recipient**.
- Click contact.

**Note: For Replying, Forwarding and Deleting follow the same steps as for an Email message**

# PIN Messaging



## Sending PIN Messages

- To find your PIN, click **Options > Status** from the home screen.
- Click **Messages** to display the message list, and then press the trackball
- Click **Compose PIN**.
- In the **To** field, type a PIN or a contact name.
- Type a message and then click the trackball.
- Click **Send**.

## Blocking Incoming Messages

- In the device options, select **Security Options**.
- Select **Firewall**.
- Press the **Menu Key**
- Select **Save**

**Note: You may not be able to block Pin Messages from contacts within your organization. For more info contact your system administrator**

# The Calendar



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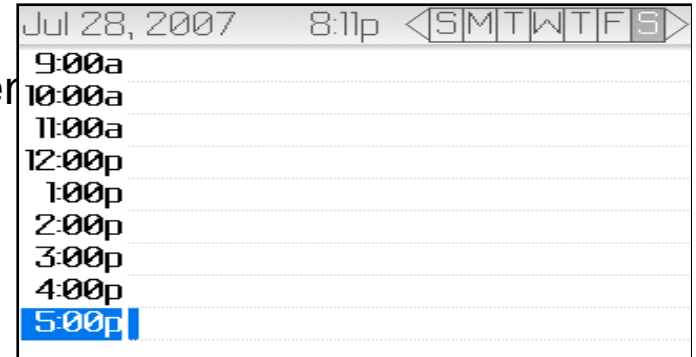
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# Using the Calendar



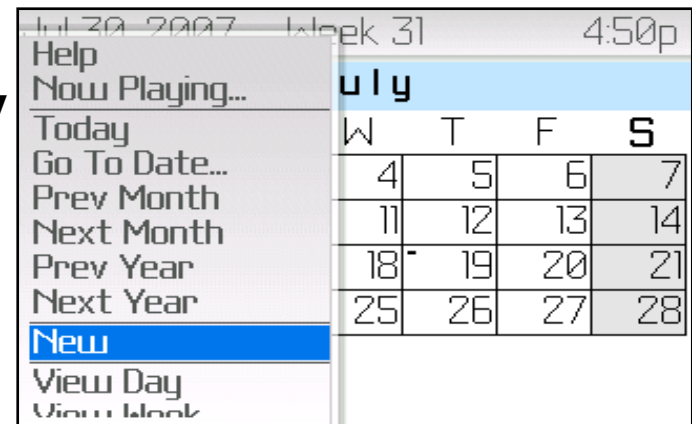
## Adding an Appointment

- ❑ Click **Calendar** to display the calendar view, and then click the **trackball** or menu>New.
- ❑ Type the appointment details.
- ❑ Click the trackball, and then **Save**.

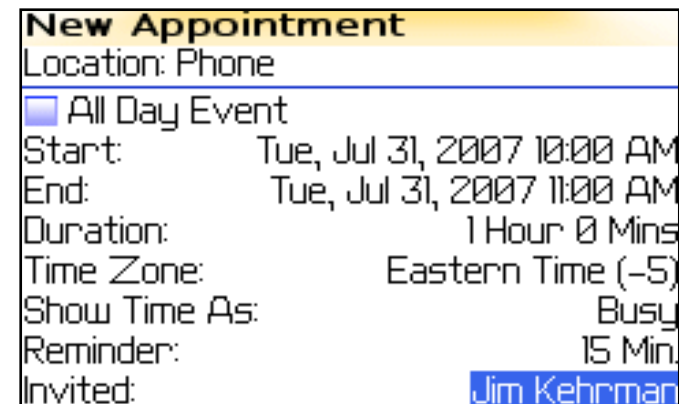


## Viewing and Editing Appointments

- ❑ Click the desired calendar view (**View Week, View Month, or View Agenda**). Menu Key>desired view
- ❑ Select the appointment you wish to view or edit, click the trackball, or Menu>**Open**.
- ❑ Confirm or edit the information as needed. When you have finished, click the trackball and then click **Save**.



**TIP: You are able to invite attendee's to your appointments, by clicking menu and selecting INVITE ATTENDEE, before you Save.**



# The Calendar

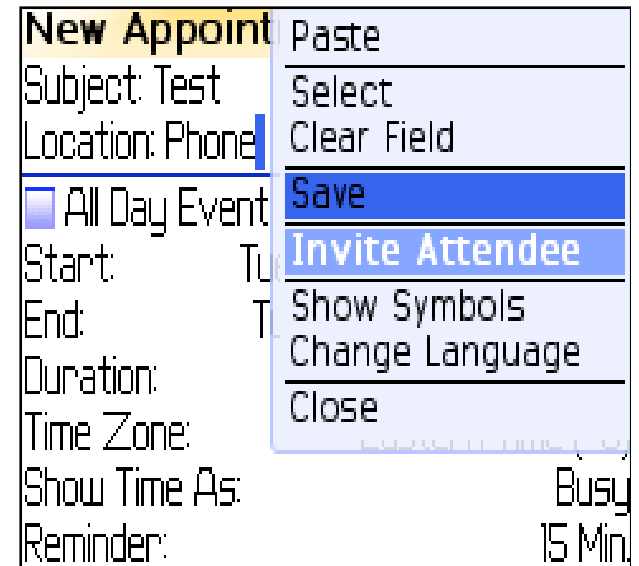


## Respond to a Meeting Invitation

- ❑ In a meeting invitation, press the Menu Key.
- ❑ Click one of the following menu items:
  - **Accept or Accept with Comments**
  - **Tentative or Tentative with Comments**
  - **Decline or Decline with Comments**

## Change the List of Participants for a Meeting

- ❑ In a meeting, in the **Accepted** or **Declined** field, click a contact.
- ❑ Click one of the following menu items:
  - **Invite Attendee**
  - **Change Attendee**
  - **Remove Attendee**



# Calendar Shortcuts



- To schedule an appointment, press **C**
- To change to agenda view, press **A**
- To change to day view, press **D**
- To change to week view, press **W**
- To change to month view, press **M**
- To move to the next day, week, or month, press the **Space Key**.
- To move to the previous day, week, or month press the **Shift Key** and the **Space Key**.
- To move to the current date, press **T**.
- To move to a specific date, press **G**.
- To **Move the Cursor Horizontally in Week View:**  
Press **ALT Key** and roll the trackball.

**TIP: While in calendar click trackball/Menu and go to Options. Change ENABLE QUICK ENTRY field to NO. This will give you the freedom to jump from DAY<WEEK<MONTH<AGENDA quickly**

# Browser



- **What's in the box**
- **Device Layout**
- **Options**
- **Home Screen**
- **Wireless Calling**
- **Address Book**
- **Emails**
- **Calendar**
- **Browser**
- **Profiles**
- **Ancillary Items (International calling, Phone as modem)**








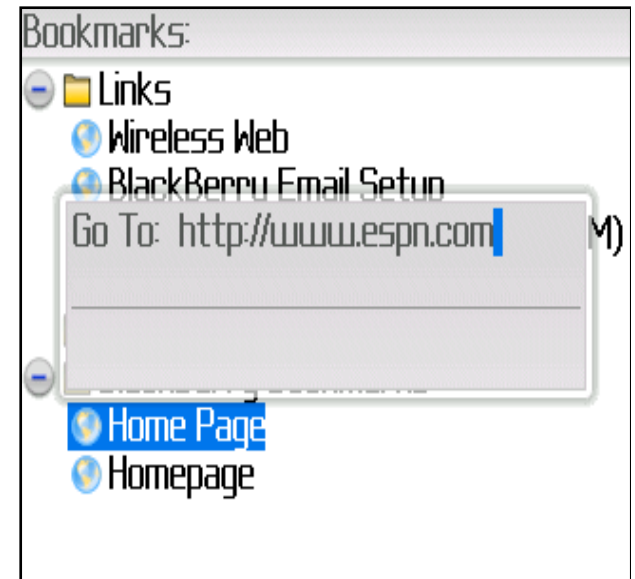
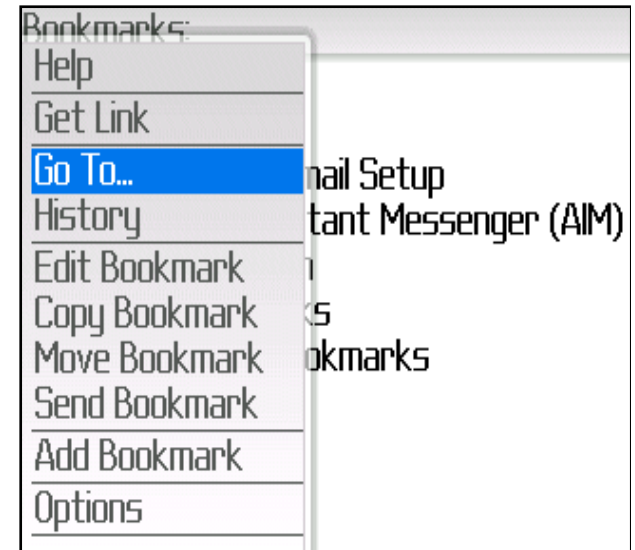
**BlackBerry® 8830 World Edition Phone**

# Browser



## To Visit a Web page

- In the browser press the  key.
- Click **Go To**
- Perform one of the following actions.
  - Type a web address, press the  key.
  - Highlight a web address and press the  key.
  - Highlight a web address, press the  key, edit. Change the web address and press the  key.
- Click **Ok**.



## Follow a Link

- Click the link

## Moving Back and Forward on a Web Page

- On a web page press the **Menu Key**
- Select either back or forward.



# Browser continued. .



## View a Thumbnail Version of a Web Page

- On a web page, press the **Menu Key**.
- Click **Page Overview**

## Move to a Selection of a Long Web Page Quickly

- In a thumb nail version of a web page, position your cursor in the location of the web page you want to view.
- Press any key to close the thumb nail.
- The section of the web page you want to view will appear on the screen.

## Move Through a Web Page Line by Line

- On a web page, press the **Menu Key**
- Click **Select Mode**

## Switch Browser Views

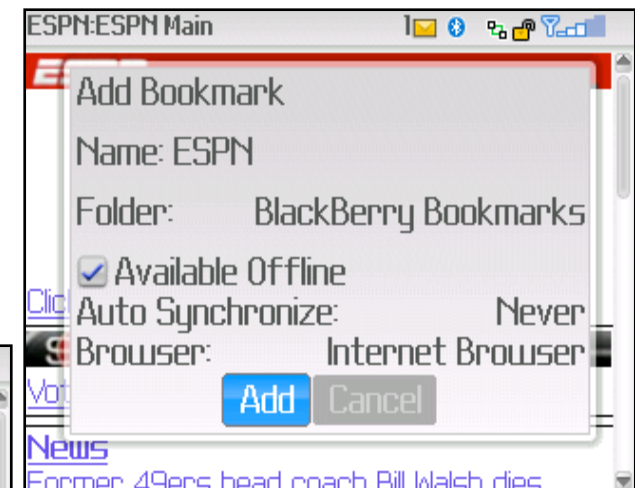
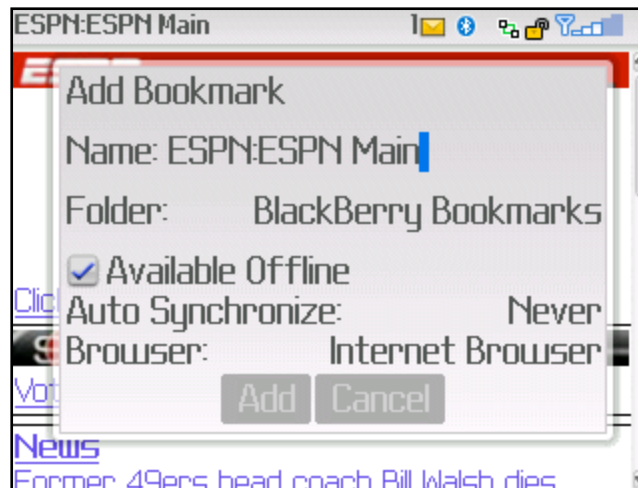
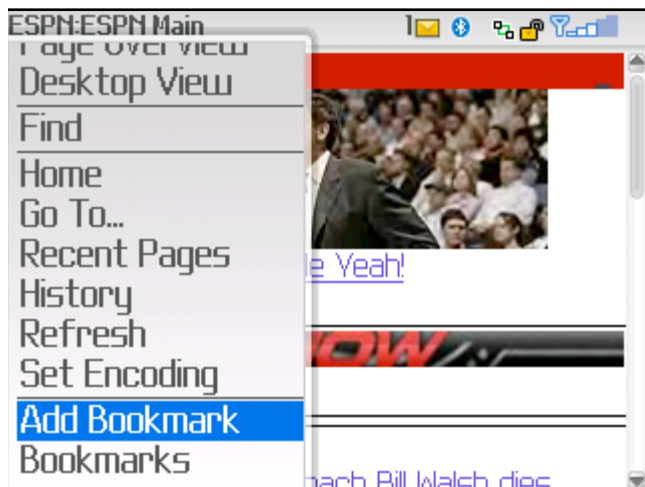
- On a web page, press the **Menu Key**
- Click Desktop View or Mobile View

# Browser continued. .



## Adding Bookmarks

- ❑ On a web page, press the **Menu Key**
- ❑ Click **Add Bookmark**
- ❑ In the **Auto Synchronize** field set how often the browser should check for updates to the web page.
- ❑ In the **Start Time Field**, set the time of day when the browser should check for updates.
- ❑ Press the **Menu Key**
- ❑ Click **Add**



# Browser Short Cuts

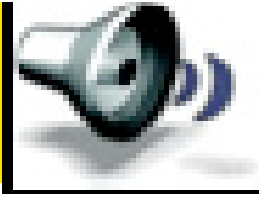


- To insert a period in the go to dialog box, press the **Space Key**.
- To insert a slash in the go to dialog box, press the **Shift** and **Space Key**.
- To open browser options while in the browser, press **O**.
- To hide the browser, press **D**
- To stop loading a web page, press the **Escape Key**.
- To close the browser press and hold the **Escape Key**.

## On a Web page

- To move to a specific web page press **G**
- To return to the home page press **H**
- To open a bookmark press **K**
- To add a bookmark, press **A**
- To refresh a web page, press **R**
- To view an address for the web page, press **P**
- To save a page to a message list, press **S**
- To follow a highlighted link, press the **Enter Key**.

# Profiles



- **What's in the box**
- **Device layout**
- **Options**
- **Home Screen**
- **Wireless Calling**
- **Address Book**
- **Emails**
- **Calendar**
- **Browser**
- **Profiles**
- **Ancillary Items (International calling, Phone as modem)**



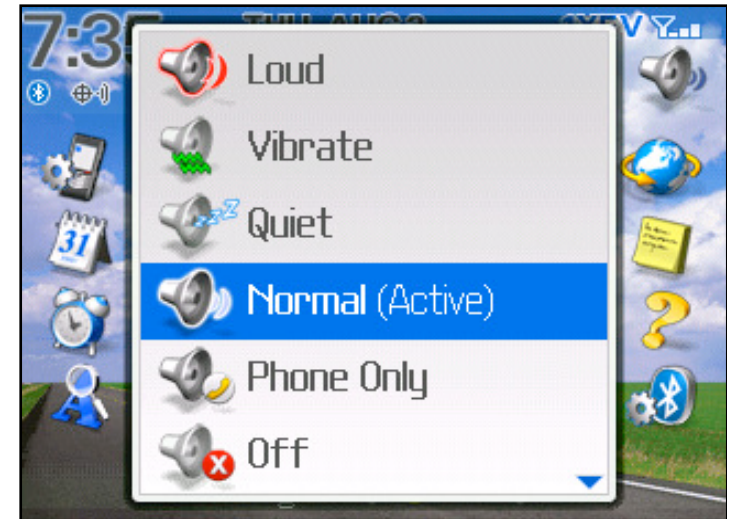
**BlackBerry® 8830 World Edition Phone**

# Profiles



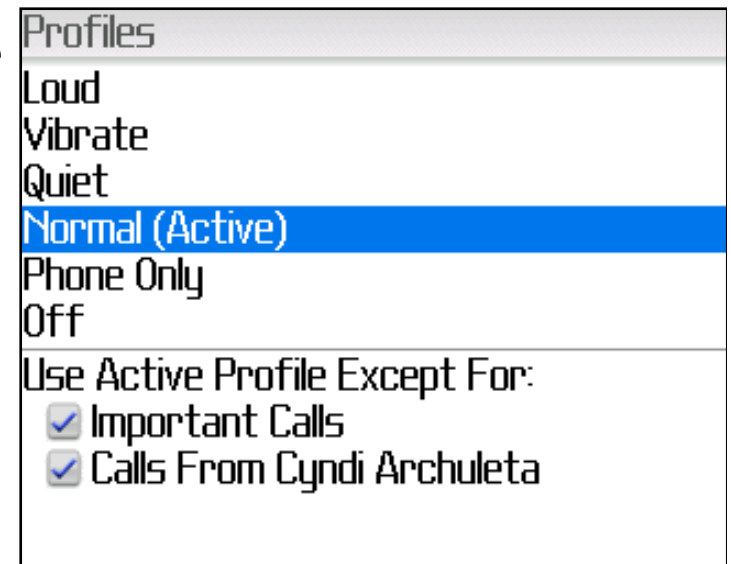
## The BlackBerry has Several Options for Alerts:

- Loud:** Vibrate + Ring
- Vibrate:** Vibrate Notification Only
- Quiet:** LED Notification Only
- Normal (Default):** Vibrate in Holster.
- Silent** Email/Ringing Phone Out of Holster.
- Phone Only:** Tone Out of Holster, Vibrate + Tone in Holster for Phone/DC.

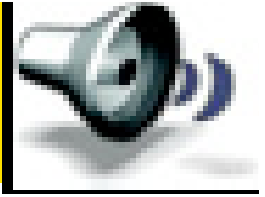


## To Activate a Profile You Need to do the Following:

- Press the trackball on desired profile
- Select **Enable** in the Menu screen
- The selected profile should then be activated.

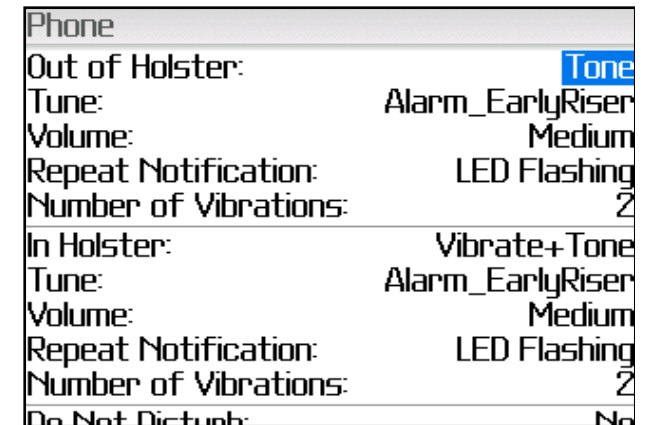
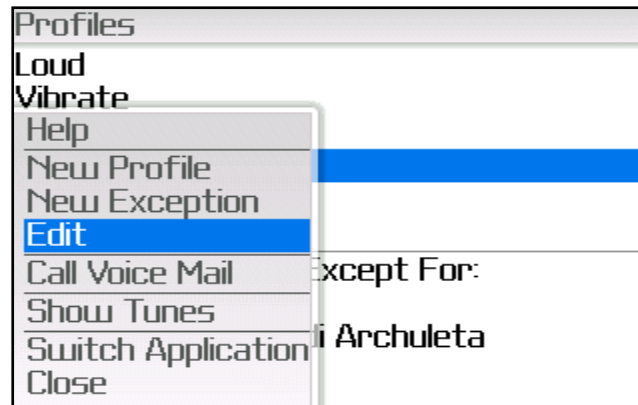
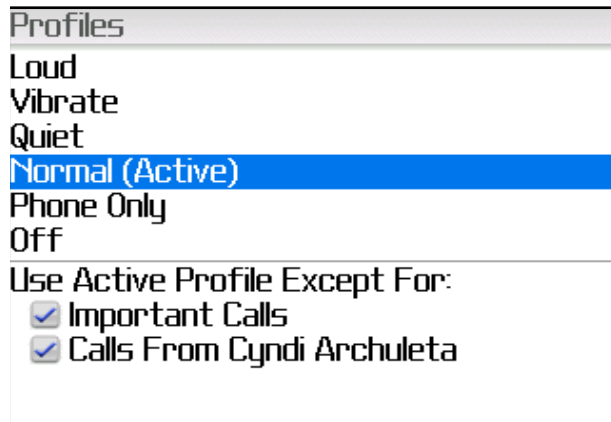


# Profiles



## Editing a Profile

- ❑ Highlight selected **Sub Profile Option** 'Normal
- ❑ Select **Menu Button/Edit** and click the **Track Ball**
- ❑ Select **“Messages”**
- ❑ Make changes to suite your custom needs
- ❑ Click **Save**



## Out of Holster vs. In Holster

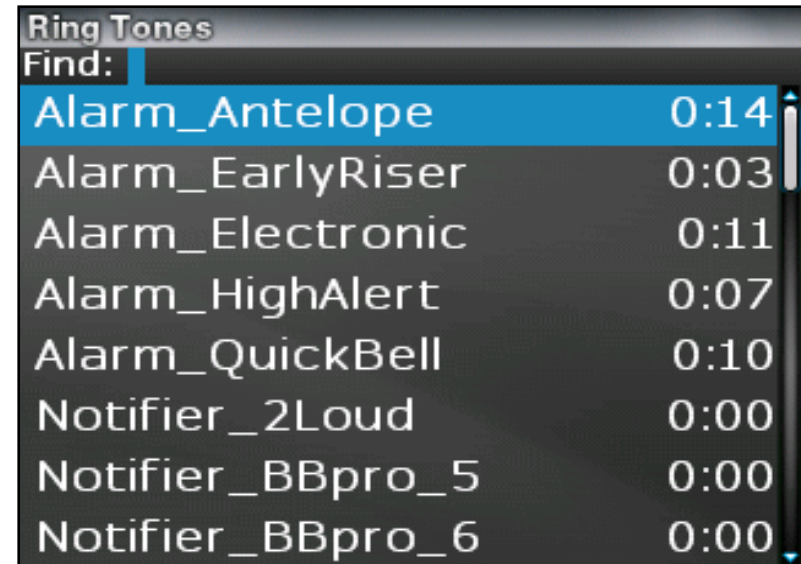
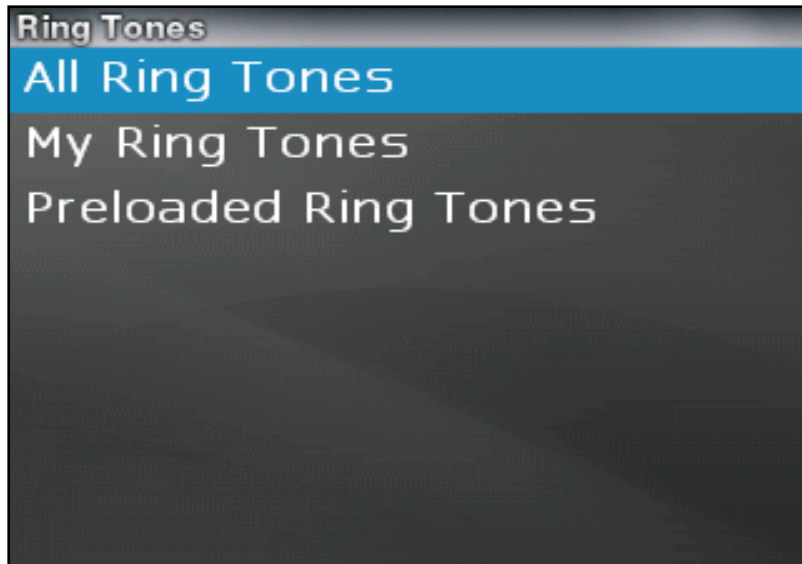
- Separate Options
- Configure Louder options for In Holster to maximize performance.
- Softer Settings for Out of Holster to minimize disruptions of others.

# Profiles



## Selecting New Ring Tones

- Select **Media Application** (click trackball)
- Select **Ring Tones Icon** (click trackball)
- Select **'All Ring Tones'**
- Make selection to suit your custom needs!!!
- **Menu>Set As Phone Tune>SAVE**



# Ancillary Items



- **What's in the box**
- **Device Layout**
- **Options**
- **Home Screen**
- **Wireless Calling**
- **Address Book**
- **Emails**
- **Calendar**
- **Browser**
- **Profiles**



**Ancillary Items (International calling, Phone as modem)**

**BlackBerry® 8830 World Edition Phone**



# International Wireless Calling



## ❑ Voice Roaming Services

- 170+ countries

## ❑ Data Roaming Services

### ■ CDMA data services

- Available in: Canada and Mexico
- Services: Email, WAP services, BlackBerry services

### ■ GPRS data roaming (Europe, Asia, Africa, Australia)

- Available in: 75 countries currently
- 80+ total countries planned by year end 2007
- Services: BlackBerry Email services, Web, MMS

## ❑ Sprint World Wide Customer Services

- A dedicated customer service group is available to activate international roaming service and answer questions related to international roaming service.

## ❑ Contact Information

- 888-226-7212, option 2 (or 1-817-698-4199) 24hrs

**Note: Activation Rates may apply**

# International Wireless Calling continued



**Once the BlackBerry has been activated for domestic service , then the international services must also be activated.**

**□ The SIM is already inserted in the device**

- **Call 1-888-226-7212, option 2**, to activate the account for international voice and data service. The Customer Service rep will need the PCS number and the SIM ID that is included with the phone.
- The SIM assigned to the BB8830 device should remain in the device for service, even if moved to another PCS number the SIM should remain with the device.
- Although, pre-paid SIMs or SIMs from other providers will work since it is unlocked; the SIM included from Sprint in the device should remain with that specific device.

# Unlocked SIM Card



## What does Unlocked SIM mean?

- ❑ Ability to swap to another carrier SIM card while traveling abroad
- ❑ Can be pre or post-paid card
- ❑ Allows user to have a local carrier and phone number for voice service
- ❑ Data/Email services not supported on unlocked SIM
- ❑ Would have to re-insert Sprint SIM to populate with Email
- ❑ Limited text messaging in GPRS/GSM areas
- ❑ Sprint SIM card is included in the device

<b>BlackBerry 8830 World Edition with International Roaming</b>	<b>BlackBerry 8830 World Edition with 3<sup>rd</sup> Party SIM</b>
- Seamless Voice/ BlackBerry Data	- Limited Voice/Two different phone numbers - BlackBerry Data only received once Sprint SIM reinserted into 8830

# Wireless International Calling continued



## Sprint Worldwide Services Prior To Travel:

- ❑ Access data on the Sprint network to ensure working. Data services will only work while roaming if they have been accessed on the Sprint network first.
- ❑ To Verify coverage. Users should check [www.sprint.com/international](http://www.sprint.com/international) to verify the locations they will be visiting offer coverage and to identify which features will be available (voice only or voice and data).
- ❑ Understand international dialing. While traveling to international destinations dialing patterns will differ slightly. The BlackBerry 8830 offers simplified dialing with the plus key dialing, but customers should also familiarize themselves with the access codes and country codes for their destinations and where they will need to call.
- ❑ Set voicemail pass code. The voicemail must be set up on the Sprint network and the user will need to know their pass code as it will be required to retrieve messages while traveling.

# Wireless International Calling continued



## While Traveling

Making International calls including back to the United States, are simplified with the Plus key dialing feature. The plus key dialing feature is only available during GSM mode; if dialing in CDMA mode the access code for the country must be used.

- Press and hold the (+) key until it appears on the phone display.
- Dial the country code and phone number you would like to call.
- Calling the United States in GSM mode; dial (+) 1 (country code for the US) area code then the phone number. Example: calling Sprint World Wide Customer Service from any GSM coverage area dial (+) 1-817-698-4199
- Calling the US from another country in CDMA mode; dial access code 1 (access code for the US) area code and phone number. Example: Calling Sprint Customer from Mexico dial 001-817-698-4199.

**Note: Although text messaging is not available while traveling in GSM service areas, each time you arrive in a new country Sprint will send you a welcome text message. It will provide information on how to dial in that country as well as how to reach Customer Service. This is a free message from Sprint.**

# Wireless International Calling continued

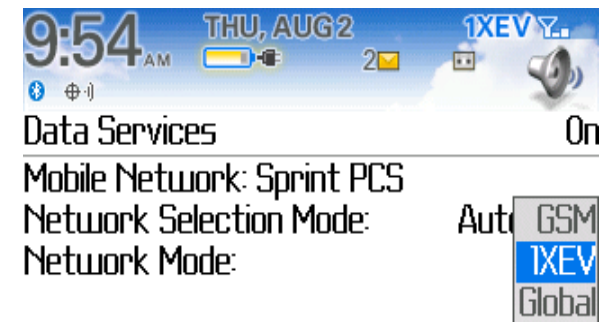


## Checking Voicemail

- To check voicemail you need to dial your wireless number.
- Dial **(+)** or access code **1**, then your ten digit Sprint phone number.
- When you hear the voicemail greeting press the \* key.
- Enter you voicemail pass code **(#)**.

## Setting Your Global Roaming Options

- Click **Manage Connections> Mobile Network** options
- Select **Network Mode** and click in the trackball.
- Select one of the following options and click the trackball. After choosing one click **Save**.
  - **GSM** to allow connections to GSM networks only.
  - **1XEV** to allow connections to CDMA to CDMA networks only.
  - **Global** to allow connections to available CDMA or GSM networks automatically.

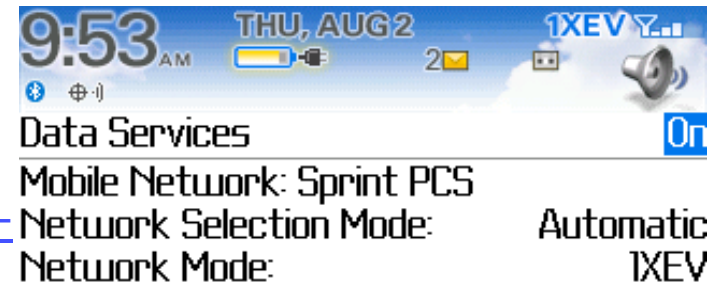


# Wireless International Calling continued



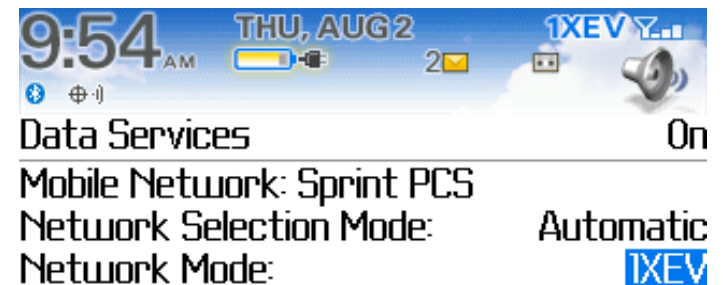
## Manually Select a Network

- While traveling you may need to switch networks or technologies to be able to access the data features. A list of carriers that provide data service can be found at <http://www.sprintpcs.com/common/popups/pop-gprsCarriers.html>.



## To Manually Select a Carrier in GSM Mode

- Click **Manage Connections> Mobile Network options**.
- Select **Network Mode** and click the trackball.
- Select **GSM** to allow connections to GSM networks only.
- Select **Network Selection Mode** and change to **Manual**. A list of available carriers will be presented.
- Select the carrier that offers data service according to the link above.



# International Data Coverage



- Albania (1)
- Aruba (1)
- Australia (1)
- Austria (1)
- Bahrain (1)
- Barbados (1)
- Barbuda (1)
- Belarus (1)
- Belgium (1)
- Brazil (1)
- Brit. Virgin Islands (1)
- Bulgaria (1)
- Cambodia (1)
- Cayman Islands (1)
- China (1)
- Croatia (1)
- Curacao (1)
- Cyprus (1)
- Czech Republic (2)
- Denmark (1)
- Dominica (1)
- Dominican Republic (1)
- Egypt (1)
- Estonia (1)
- Finland (2)
- France (3)
- Germany (4)
- Greece (1)
- Grenada (1)
- Hong Kong (3)
- Iceland (1)
- India (22)
- Indonesia (1)
- Ireland (2)
- Israel (1)
- Italy (2)
- Jamaica (1)
- Jersey (1)
- Liechtenstein (2)
- Lithuania (1)
- Luxembourg (1)
- Macau (1)
- Malaysia (1)
- Mexico (1)
- Netherlands (2)
- New Zealand (1)
- Nigeria (1)
- Norway (1)
- Pakistan (1)
- Philippines (1)
- Poland (3)
- Portugal (2)
- Reunion Island (1)
- Romania(1)
- Russia(1)
- Saudi Arabia (1)
- Singapore (1)
- Slovenia (1)
- Spain (2)
- Sri Lanka (1)
- St. Lucia (1)
- St. Vincent & Grenadines (1)
- Sweden (1)
- Switzerland (2)
- Taiwan (2)
- Thailand (2)
- Tunisia (1)
- Turkey (2)
- United Kingdom (1)
- Venezuela (1)
- Vietnam (1)
- Canada (2)
- Mexico (2)

## NOTES:

**The number in parenthesis is the number of implemented carriers in that country.**

**Seven additional countries are available, but are not in the frequency bands that the BB supports.**



# Wireless International continued



## Trouble Shooting Tips

### If voice is not working:

- Check to be sure the SIM is in the phone
- Power the device off and back on to try to register again with the network
- May need to manually select a different carrier.
- Call international customer care to ensure that international service has been activated (+1-817-698-4199, option 2)

### If data is not working when in a GSM country check the following:

- Was Sprint Worldwide activated for both international voice and data?
- Is the phone accessing a carrier that provides data service?  
May need to manually select a different carrier or switch from CDMA to GSM.

**Note: If the issue is not resolved with basic troubleshooting then a trouble ticket will need to be opened. Sprint Worldwide customer care is available 24x7, +1 817 698 4199, option 2.**

# Phone as Modem (PAM)



## Using Your BlackBerry as a Modem

- The data capabilities of your BlackBerry allow you to use your data connection as a modem for your desktop or laptop PC. You'll be able to send and receive Email, browse the Internet, and access your company's network anywhere on the Sprint Network.

**Install the BlackBerry Desktop Manager** version 4.2 or newer from the CD included with your BlackBerry or download the latest version from [www.BlackBerry.com](http://www.BlackBerry.com)

- ❑ Download / Install the Sprint PCS Connection Manager for Phone as a Modem/USB Cable from [www.sprint.com/downloads](http://www.sprint.com/downloads).
- ❑ Connect your Power Vision Enabled BlackBerry to your PC via the USB cable.
- ❑ Launch the Sprint Connection Manager (Mobile Broadband) on your Desk Top and click the GO button to connect. **'Modem Mode Enabled'**
- ❑ Once the connection is established, launch an Internet session, check your Email, or do anything else you would do using a traditional data connection.
- ❑ When you're ready to terminate the data connection, double-click on the Connection Manager icon in the system tray, then click Stop to end the session.
- ❑ Disconnect the USB cable from your BlackBerry and from your PC.

### Note:

**While the data connection is active, incoming calls can be answered, interrupting the data session.**

**During the call data access is suspended therefore you cant access additional pages. When the call is finished you are returned to the active session.**

# More Ancillary Items



**Maps and GPS**

**Bluetooth**

**Device v4.2.2**

**Media**

**BIS v2.3**

**Resource Page**



**BlackBerry® 8830 World Edition Phone**

# GPS and BlackBerry Maps

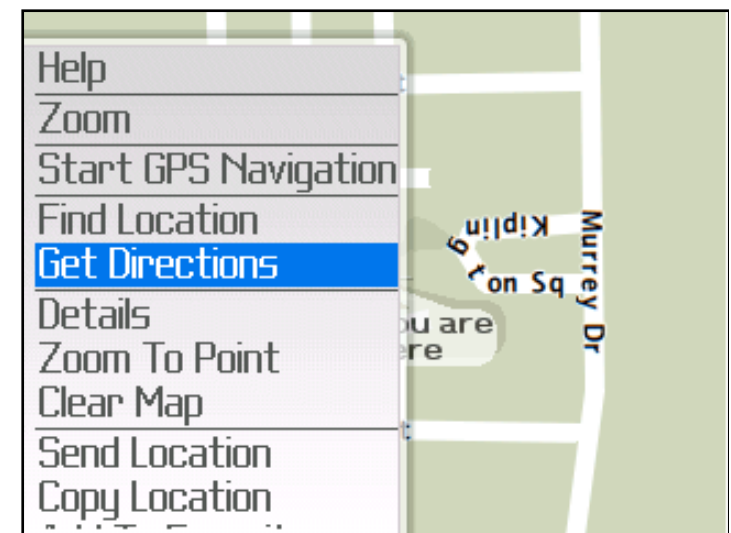
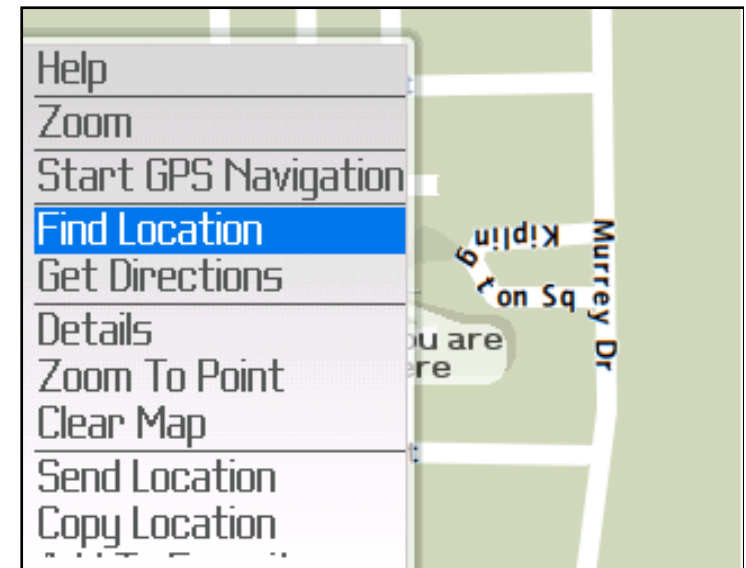


## Built-in GPS

- Automatic, autonomous, simultaneous
  - No external GPS receiver needed!
- Supports Location Based Services (additional costs may apply) and mapping applications such as BlackBerry Maps
- View your current location and track your route

## □ BlackBerry Maps (No additional costs to use other than a data plan)

- View maps and receive directions
- Find your current location, businesses, restaurants, concert venues, parks and more
- Provides a visual route and step-by-step route instructions
- Send maps using Email or launch maps from other applications, including from contacts in your Address Book that have addresses specified.



# GPS and BlackBerry Maps continued



**Find out your location and get step by step directions.**

Get Directions

Select Start Location

Where I Am

Enter Address

From Address Book

You are here

Find Recent Locations:

\* Empty

Get Directions

From: Where I Am

Enter Address

Address:

City:

State/Prov:

Country:

Search

Get Directions

Select Start Location

Enter Address

Address: 1201 New York Ave NW

City: Washington

State/Prov: DC

Country:

Search Cancel

Directions: 29.9 mi (39 min)

New Directions

View On Map

From: Where I Am

To: 1201 New York Ave NW, Washington, DC, USA

1. Head N on Jones Aly. Go 380 ft.
2. Turn right onto Interval St. Go 341 ft.
3. Turn left onto Murrey Dr. Go 482 ft.

Directions: 29.9 mi (39 min)

14. Turn left onto 17th St NW. Go 0.3 mi.
15. Turn right onto H St NW. Go 0.5 mi.
16. Turn left onto New York Ave NW. Go 0.1 mi.
17. Bear left onto 12th St NW. Go 45 ft.
18. Arrive at 1201 New York Ave NW, Washington, DC, USA.

# Using Bluetooth

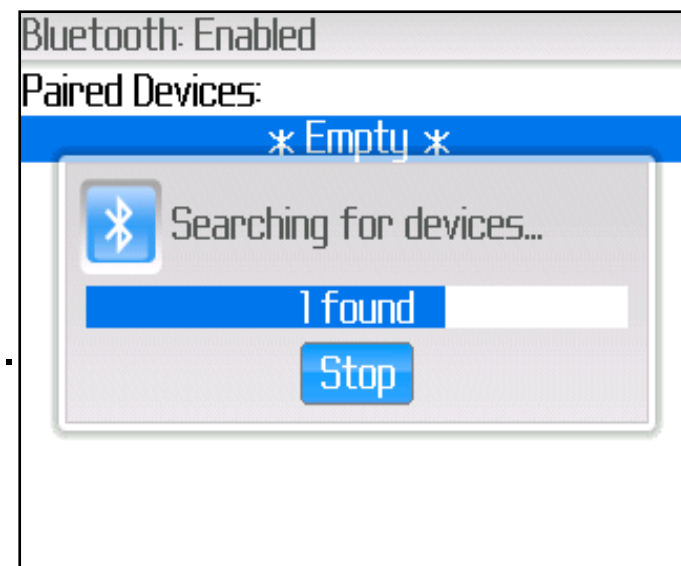
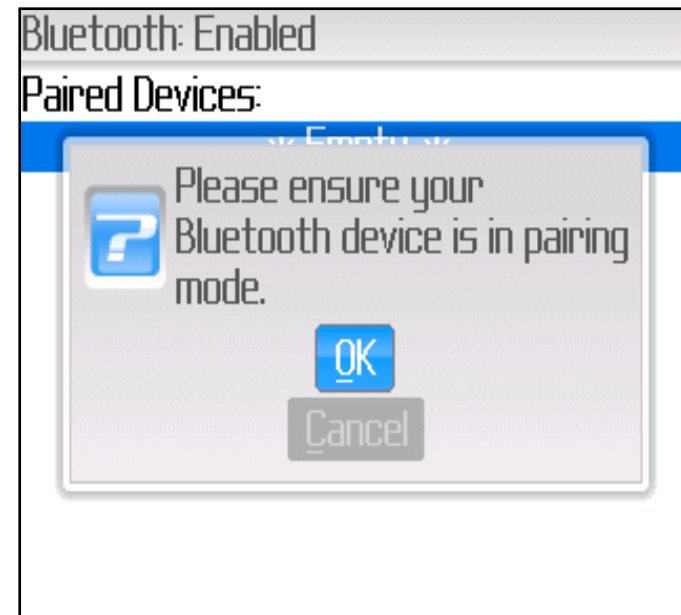


## Turn on Bluetooth Technology

- ❑ In the device options, click **Bluetooth**.
- ❑ Press the key.
- ❑ Click **Enable Bluetooth**.
- ❑ To turn off Bluetooth® technology, press the key. Click **Disable Bluetooth**.

## Pair with a Bluetooth Enabled Device

- ❑ In the Bluetooth setup application, click **OK**.
- ❑ Click a Bluetooth enabled device.
- ❑ If required, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
- ❑ If required, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.



# Bluetooth Continued



## Connect to a Bluetooth Enabled Device

- Verify that Bluetooth technology is turned on and that your BlackBerry device is paired with a Bluetooth enabled device.
- In the device options, click **Bluetooth**.
- Click a Bluetooth enabled device.
- Click **Connect**.

## Switch to a Paired Bluetooth Enabled Device During a Call

- Verify that Bluetooth technology is turned on and that your BlackBerry device is paired with a Bluetooth enabled device.
- During a call, press the **Menu Key**.
- Click **Activate<Bluetooth devices>**

## Delete a Paired Bluetooth Device

- Verify that the BlackBerry is not connected to the headset.
- In the device options, click Bluetooth.
- Click a Bluetooth enabled device.
- Click delete device.

# Media

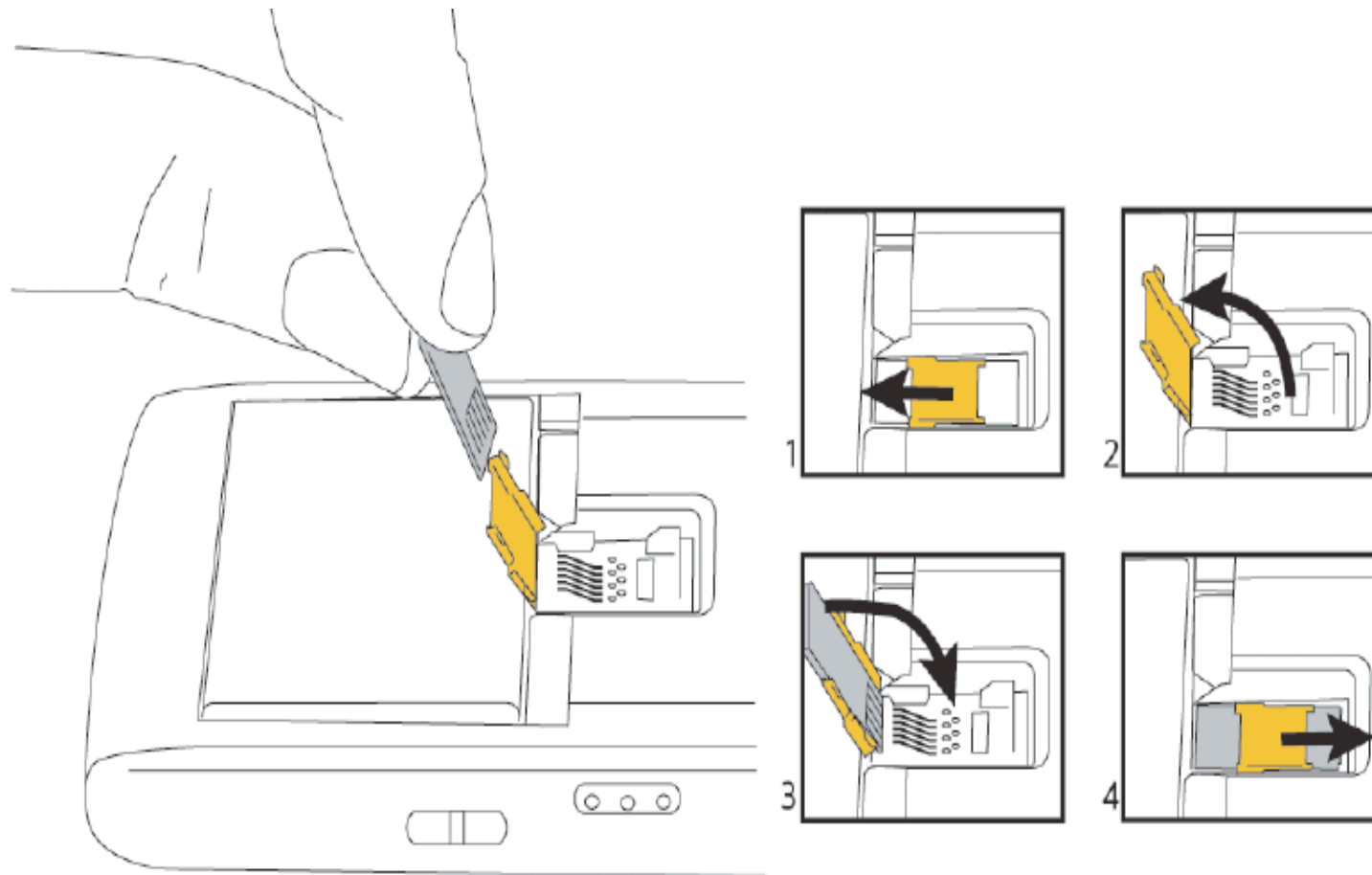
- Media

- Play video and music files
- Stereo headset ready
- Watch news, sports, or other media clips
- Transfer media files between the BlackBerry 8830 World Edition smartphone and a computer using a USB cable or Bluetooth wireless technology, and intuitive Media Center Software





# How to Insert a Media Card



**Note: Media Card is also know as a  
Micro SD card**

# More Media



## Transfer a File Between Your Device and Your Computer Using the Media Manager Tool.

- Connect your BlackBerry to your computer using the USB cable.
- On the computer open the **BlackBerry desk top manager**.
- Double click **Media manager**
- Drag a file or folder from one location to another.

## Change the amount of memory available for Media files

In the Media application press the **Menu Key**

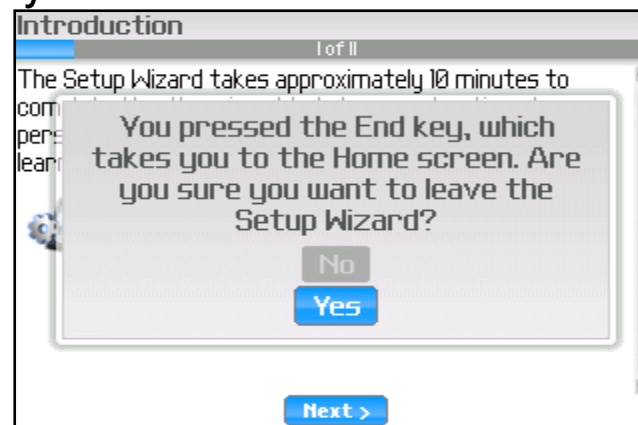
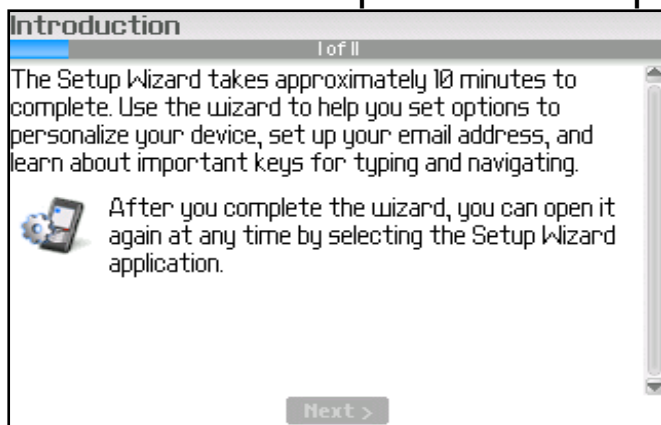
- Click options
- Perform any of the following actions
  - To change the maximum amount of memory of memory for all Media files, change the **Device Memory Limit Field**.
  - To change the minimum amount of device memory available for pictures change the **Reserved Pictures Memory Field**.
  - Click the **Menu Key**
  - Select **Save**

# BlackBerry Device Software 4.2.2



## Device Setup Wizard

- Import contacts from your SIM card
- Includes an option to set up BlackBerry Internet Service



## Spell Check

- Checks spelling of words in editable text fields against the internal dictionary and your BlackBerry Address Book

## Home screen folders

- Create folders on the Home Screen
- Change folder names and icon images

## Desktop manager

- Supports management of media content

**Note: BES server must be version 4.1.2 or later**

# BlackBerry Internet Service (BIS) v 2.3



## ❑ **Advanced Mailbox Management**

- Yahoo! Mail
  - Two-way, synchronization of deletes
  - two-way, virtual real-time synchronization of message status (read/unread).
- Gmail
  - No longer required to enable POP before integrating their Gmail
  - Virtual real-time (instead of poll-based) delivery of messages

## ❑ **Auto-forwarding**

- Auto-forwarding can be set for all incoming messages, or just messages with attachments.

## ❑ **Delivery and Read Receipts**

## ❑ **Improved Email Manageability**

- 'Poll Now' for Support Reps in Web Admin
- Ability to search by Email address in Web Admin

**There are no charges for utilizing the BIS but some of your email accounts might charge to forward your messages**

## ❑ **Enhanced Attachment Services**

- Easy-viewing slideshow format for PPT
- View attachment formats on the move, including JPEG, BMP, TIFF, RTF, Microsoft® Word, Excel and PowerPoint®, Corel WordPerfect and Adobe PDF.

## ❑ **Attachment uploading**

- Attach files up to 3MB in size to Email or MMS messages

## ❑ **Voicemail attachment**

- Listen to Email attachment voicemails virtually anywhere
- Username and password restrictions on-screen

## ❑ **Support for Address Book Attachments (iCAL)**

- Subscribers are able to initiate and accept vCard attachments

## ❑ **User Interface Improvements**

- Advanced Setup
- Easy Email Setup Icon

# Resource Page



## Coverage map link:

<http://www.sprint.com/coverage>

## International full coverage map, please visit the following link:

<http://www.sprint.com/international>

## Bluetooth BlackBerry as modem?

[http://www.BlackBerry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB12544&sliceId=SAL\\_Public&dialogID=18417654&stateId=1%200%2039528610](http://www.BlackBerry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB12544&sliceId=SAL_Public&dialogID=18417654&stateId=1%200%2039528610)

## Transfer media files to my 8830

[http://www.BlackBerry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB05456&sliceId=SAL\\_Public&dialogID=18417817&stateId=1%200%2039528934](http://www.BlackBerry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB05456&sliceId=SAL_Public&dialogID=18417817&stateId=1%200%2039528934)

## Getting Started Guide:

[http://www.rimlab.com/refguide/new/folders/Reference%20Materials/8830/BlackBerry\\_8830\\_World\\_Edition\\_Smartphone\\_-\\_Getting\\_Started\\_Guide.pdf](http://www.rimlab.com/refguide/new/folders/Reference%20Materials/8830/BlackBerry_8830_World_Edition_Smartphone_-_Getting_Started_Guide.pdf)

## Pocket Sales Guide

[http://www.rimlab.com/refguide/new/folders/Reference%20Materials/8830/8830\\_Sprint\\_ENG\\_Pocket\\_Sales\\_Guide.pdf](http://www.rimlab.com/refguide/new/folders/Reference%20Materials/8830/8830_Sprint_ENG_Pocket_Sales_Guide.pdf)

## 8830 Tips and Tricks

[http://www.rimlab.com/refguide/new/folders/Reference%20Materials/8830/BlackBerry\\_8830\\_World\\_Edition\\_Smartphone\\_-\\_Tips.pdf](http://www.rimlab.com/refguide/new/folders/Reference%20Materials/8830/BlackBerry_8830_World_Edition_Smartphone_-_Tips.pdf)

# Thank You for Your Time. Any questions?



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