



Together with NEXTEL

## **Frequently Asked Questions (FAQ)**

### ***Is there a place online where I can find information about my Sprint phone?***

Yes, there is lots of information, including user manuals, and sometimes even tutorials and videos (depending on the phone) for all the phones on the Sprint website. Please visit the following link: <http://support.sprintpcs.com/devices.html>

### ***How do I set up my Sprint Windows Mobile PDA to sync with my Outlook email, calendar, contacts, and tasks?***

ActiveSync is the program that is used to set up your phone to sync with your Microsoft Exchange Server, which allows you to wirelessly sync with your Outlook email, calendar, contacts, and tasks.

These instructions are intended to help you sync up wirelessly with your Outlook. Also, you can always consult the user manual that came with your phone, which provides instructions specific to your phone model on how to sync with your Exchange Server.

Each Windows Mobile PDA has a slightly different step-by-step process for setting this up but if you tap *Start > Programs > ActiveSync* it will bring you to the ActiveSync program where you set this up. As you go through the process of setting up your device on ActiveSync the key pieces of information that you will need, specific to BYU - Idaho, are the *Domain* and *Server Address*. The **Domain** is "byui.edu" and the **Server Address** is "mail.byui.edu". The User name and Password fields are the same User name and password that you use to access your Microsoft Outlook email on your computer.

Here are some sample instructions for reference purposes, specific to the Sprint HTC Touch Pro:

1. Tap *Start > Programs > ActiveSync*.
2. Tap *Menu > Add Server Source*.
3. Enter your *E-mail address*, and ensure that the *Attempt to detect Exchange Server Settings automatically* check box is selected. By selecting the option, the device attempts to download exchange server settings so that you do not need to enter them manually. Tap *Next*.
4. Enter your *User name, Password, and Domain*. The *User name* and *Password* are the same that you use to access your Outlook Email on your computer. The *Domain* is "byui.edu". Exchange Server settings and the password are case-sensitive, so be sure to enter uppercase and lowercase letters correctly. Select the *Save password* check box if you want to save your password so that you do not need to enter it again. Tap *Next*.
5. After Automatic Configuration finishes, enter the *Server address*, which is "mail.byui.edu". Tap *Next*.
6. Select the check boxes of the items that you want to sync with the Exchange Server.
7. Tap *Finish*.

***For some reason my Windows Mobile PDA is no longer wirelessly syncing with my Outlook – what happened?***

Did you recently change your password on your computer for your Microsoft Outlook? If so, you will have to change it on your Windows Mobile PDA too. Here's how:

Tap Start > Programs > ActiveSync

Tap Menu (bottom right) > Configure Server > Next

Update your password then tap Next > Finish

***I received an error message on my phone while trying to access a data application - Error 1012 or Error 67 – what should I do?***

Send an email message to [LDSChurchsupport@sprint.com](mailto:LDSChurchsupport@sprint.com). Our support team might need to verify that data services are set up properly on your account or walk you through the process of restoring your data profile.

***I have heard that I can get the Scriptures and other LDS Church curriculum on my Sprint Windows Mobile PDA – how do I do this?***

Yes, Scripture Study material, General Conference material, Ensign publications, and other LDS Church curriculum and publications are all available to be loaded on to your Sprint Windows Mobile PDA. However, this is not a Sprint application and therefore not something that Sprint supports – please do not contact Sprint technical support for help with loading the Scriptures on your Sprint PDA as they will not be able to assist you. We are simply providing the reference here on how to do it so that you can take full advantage of one of the capabilities of your Sprint Windows Mobile PDA.

In order to use these resources you must have a Reader program installed on your device. There are several listed on the [www.lds.org](http://www.lds.org) website but we have found that YanceyWare has been the preferred reader. To install this program from your device itself you can go to this link, [Phone Edition -Smart Phone CAB Installer](#). Otherwise click on this link, [Phone Edition - Smart Phone Desktop Installer](#), and it will install via syncing with your desktop. To find and access the library of resources please visit [www.lds.org](http://www.lds.org) and then click on the *Gospel Library* link at the top left of the page and then select *Media Formats – Audio, Video, Handheld (PDA), PDF, ASL, and Braille*. From here you can select *Files for Handheld Devices* and then follow the instructions on how to get this set up for your PDA phone. You then simply save these to a file on your device and via the Reader program's preferences you identify that file as the Reader's library.

***Can I "tether" Sprint HTC Touch Pro or HTC Touch Diamond or other Windows Mobile PDA to my computer or use it for "phone-as-modem" for internet connectivity for my laptop?***

Yes, almost all Sprint phones can be used for "phone-as-modem" or "tethering" (phone-as-modem and tethering are synonymous and those terms are used interchangeably) for

internet connectivity for your computer, including all of our Windows Mobile PDAs, all of our BlackBerry phones, and even some of our non-PDA "flip-style" phones. Most of the current Sprint PDA phones and non-PDA phones are 3G capable phones meaning that if you use them for "phone-as-modem" you will be able to surf the internet at broadband mobile speeds. Typically, users experience between 500k-1 Meg download speeds.

To use phone-as-modem or "tethering" the first step is to add the service option to your plan. If you have a Windows Mobile PDA or a non-PDA phone then there is an extra charge to use it for tethering or phone-as-modem. Please contact Lance Checketts at 801-381-6500 or [lance.checketts@sprint.com](mailto:lance.checketts@sprint.com) for a price quote if needed.

Note: You won't be able to talk on your phone while connecting your phone as a modem. If someone places an inbound call to your phone while you have a phone-as-modem session running, then you will be given the option to answer the call and therefore disconnect your internet session or ignore the call and maintain your existing internet connection

Please consult your phones user manual for specific instructions on using it for "phone-as-modem" or "tethering".

Here are some sample instructions for reference purposes, specific to the Sprint HTC Touch Pro and HTC Touch Diamond (you must have Microsoft ActiveSync installed on your computer first before performing these steps):

Setting Up Your HTC Touch Diamond/Pro Device as a USB Modem (easiest)

1. On your device, tap *Start > Programs > Internet Sharing*.
2. In the PC Connection list, select USB.
3. Plug in the USB Sync cable between your device and the computer, and then tap *Connect*.

***I have heard that there are software updates available for the Samsung Ace that will upgrade it to Windows Mobile 6.1, enable GPS, and enable EV-DO rev.A – where can I find information on how to upgrade my Samsung Ace?***

For the Samsung Ace, please go to the following link:  
<http://www.samsungmobileusa.com/i325/upgrade/>

Then just follow the instructions listed on Samsung's website.

***I am curious about what Sprint's coverage is like - is there a way to check coverage for a particular geographic area on your website?***

Yes, please visit [www.sprint.com/coverage](http://www.sprint.com/coverage). You will find detailed coverage maps that show you a street level view of our coverage. Just enter in any address and you will be able to see what the expected coverage is for that location, including voice and data services.

***Is there anything that I can do to get more life out of my battery or better utilize the power consumption on my Sprint HTC Touch Pro, HTC Touch Diamond, or other Windows Mobile device?***

Yes, there are a couple of things that you can implement on your device that should improve your battery life.

1. Adjust your ActiveSync settings so that your device syncs with the Microsoft Exchange server every 15 or 30 minutes as opposed to immediately. Tap *Start > Programs > ActiveSync* and then select *Menu > Schedule*. Adjust the sync settings under the *Peak times* drop down box or the *Off-peak times* drop down box.
2. Adjust the settings in the Weather Tab of the 3D TouchFlo interface so that it doesn't download weather automatically every time you connect with ActiveSync. Select the Weather tab in the TouchFlo interface and then tap *Menu > Settings*. Uncheck the box for Download weather automatically.
3. Turn off Bluetooth and Wi-Fi (if your device has it) when not using them. In the *Settings* Tab of the TouchFlo interface select *Communications* and turn Bluetooth and Wi-Fi on or off as appropriate.
4. Close battery-intensive programs such as the camera when you are done using them. Make sure the programs are ended and are not continuously running in the background. Use the Task Manager to close programs you are not using. The Task Manager can be found on the home screen by tapping the icon in the top right corner.

***Can I purchase an extended battery for my Sprint HTC Touch Pro or HTC Touch Diamond?***

Yes, Accessory manufacturer Seidio has released extended batteries for the HTC Touch Diamond and Pro. There is a 1500 mAh battery available for the Touch Diamond which utilizes the OEM battery door:

<http://www.seidioonline.com/ProductDetails.asp?ProductCode=BASI15HTCX1>

There is a 1500 mAh battery for the Touch Pro which utilizes the OEM battery door and a 2000 mAh battery/battery door combo for very heavy users:

<http://www.seidioonline.com/ProductDetails.asp?ProductCode=BASI15HTCX1>  
<http://www.seidioonline.com/ProductDetails.asp?ProductCode=BACY20HTCH2%2DBK>

These accessories would need to be purchased directly through Seidio.

***I am having technical difficulties with my Sprint phone – what should I do?***

One of the first things to try when having technical difficulties, especially if your phone has frozen up for some reason is to try pulling out the battery, waiting 5-10 seconds, and then putting the battery back in place. This is called a "soft-reset" and will sometimes fix the issue. For more complex issues please contact Sprint's Business Wireless Technical Support team at 877-654-9111 and/or contact [LDSChurchSupport@sprint.com](mailto:LDSChurchSupport@sprint.com).

## ***Can I use my Sprint HTC Touch Pro or HTC Touch Diamond outside of the U.S.?***

The Sprint HTC Touch Pro and HTC Touch Diamond are CDMA only devices and will not work in countries that use the GSM technology standard (for example, most of Europe uses GSM). However the HTC Touch Pro and HTC Touch Diamond will work in approximately 35 countries that utilize CDMA technology, such as Canada and Mexico.

For individuals that frequently travel overseas **we recommend either the Samsung ACE** (Windows Mobile device) which has the ability to roam onto GSM networks. This device will work in approximately 195 countries for voice and approximately 135 countries for data.

If you have a Sprint device and you need to travel overseas please send an email message to [LDSChurchsupport@sprint.com](mailto:LDSChurchsupport@sprint.com) and copy [matthew.d.taylor@sprint.com](mailto:matthew.d.taylor@sprint.com), [michael.lane@sprint.com](mailto:michael.lane@sprint.com), [rachelle.d.rutherford@sprint.com](mailto:rachelle.d.rutherford@sprint.com), and [lance.checketts@sprint.com](mailto:lance.checketts@sprint.com) so that we can ensure you understand the international capabilities of your device and so that we can potentially set up your service for international use if needed. At least 48-72 hours advance notice prior to your travel date is preferred and appreciated.

You can learn more about international calling and international roaming by visiting [www.sprint.com/international](http://www.sprint.com/international)