



*Sprint® Mobile Sync
User Guide*

Introducing Sprint® Mobile Sync

With Sprint Mobile Sync, you can quickly and easily manage, access and backup your phone address book through sprint.com or from your phone. Sprint Mobile Sync is free for all users with a capable device. It automatically stores your contact list and allows you to manage it using an online web-based contact management tool accessible from www.sprint.com. You can be assured that your contacts are safely and securely backed up with Sprint Mobile Sync and can be transferred to a new phone if your current one is lost or stolen.

Sprint Mobile Sync allows you to:

- **Create and manage contacts.** You can store and manage up to 5,000 contacts in your Sprint Mobile Sync address book with multiple phone numbers, addresses, notes and other contact information.
- **Contact synchronization/backup.** After your phone is activated, every change you make to your address book will be automatically saved on the Sprint network and every change you make online will be updated on your phone. If your phone is ever lost, the contacts are safely saved in the Sprint network. Your contacts will automatically be populated on your new, replacement phone as soon as it is activated.
- **Create and manage groups.** You can add and manage your personal Group Connect® groups to instantly reach up to 20 other subscribers at the same time – with Nextel Direct Connect® calls or text messages. You can create and manage shared TeamDC® groups for Nextel Direct Connect use.
- **Auto-move contacts from one phone to another.** If your phone is ever lost or stolen, your contacts are saved on the Sprint network and will automatically load on your replacement phone as soon as it is activated.
- **Erase contacts from lost phone.** You can easily erase contacts from a lost or stolen phone to protect your information. Using the online tool, you may select “wipe phone” to take all your contacts off the lost phone but leave them on the server for access and sync to a future phone.
- **Import contact information.** Import contact information to your address book from Microsoft® Outlook. You may also export contact information into a standard comma delimited file, which may then be imported into another application.
- **Synchronize your contacts, either manually or on a scheduled basis, to your PC.** By downloading the Desktop Sync application you can transfer or synchronize your contacts between Sprint Mobile Sync and your Microsoft® Outlook account.

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Activating Sprint® Mobile Sync

Sprint Mobile Sync is available to anyone with a capable device. When you first activate your phone you will see an alert explaining the service with an option to **Activate**. If you choose to activate, your contacts will be securely backed up with no further action on your part. If you choose to **Cancel** and opt-out of the service, you can decide at any point in the future to activate the service by performing the following steps.

Activating Sprint Mobile Sync from your phone:

1. Press **Menu/Main** button.
2. Select **Settings**.
3. Select **Contacts**. *[Some phone models have Mobile Sync directly under Settings]*
4. Select **Mobile Sync**.
5. Select **Activate** and click **Yes** to confirm.

After activation, every change you make to contacts on your phone will be updated to a secure Sprint server. You may access those contacts via www.sprint.com in order to more easily add, edit and delete. Changes made via www.sprint.com will be automatically updated to your phone.

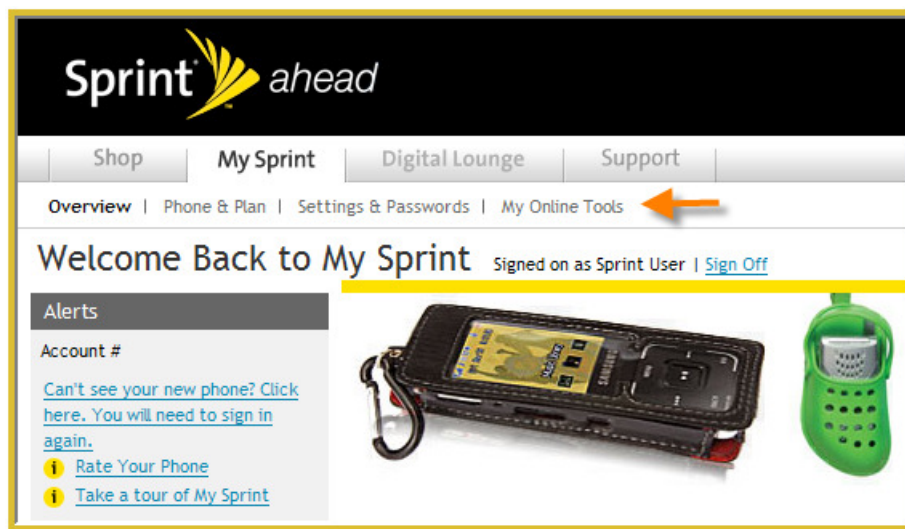
Note

If you choose to Activate the service from the phone your contacts will be securely backed up even if you have not had the chance to register on www.sprint.com.

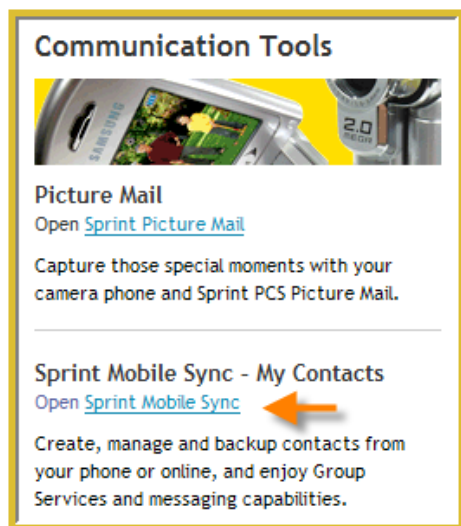
Using Sprint Mobile Sync online

To take full advantage of the feature set provided by Sprint Mobile Sync, you need to register for access to www.sprint.com. If you have already established a MySprint username and password you may use that to access Sprint Mobile Sync. If not, please click the **Need to Register for Access?** link on the main page of www.sprint.com, click **"Manage my device"** and follow the steps provided to create your username and password.

- ▶ Once you have registered, you can access the web portion of Sprint Mobile Sync.
- ▶ Log into My Sprint using your sprint.com username and password.
- ▶ Click on **My Online Tools** from the top of the page.



- ▶ Click on Open **Sprint Mobile Sync**, which will appear underneath Communication Tools.



Managing contacts


When you launch the online web portal for Sprint Mobile Sync, all the contacts on your phone will appear in a view titled **My Contacts**. While your phone has a limitation of 600 contacts, you may store up to 5,000 contacts in your Sprint Mobile Sync address book.

From the online tool you can edit or delete existing contacts as well as add new ones. All changes will be synchronized to your phone. You may also choose to create “Off Phone” contacts that are stored and accessible via the web portal, but will not synchronize to your phone. This is beneficial if you want to keep all your contacts in one place, but prefer to have only contacts you call frequently on your phone.

The screenshot shows the Sprint Mobile Sync web portal interface. At the top, it says "Sprint Mobile Sync" and "Signed as Murat Tungar | Signoff". Below this are tabs for "My Contacts" and "Groups". There are several utility links: "Disable Sprint Mobile Sync", "Wipe Phone", and "Help". A search box is labeled "1". Below the search box are buttons for "Add contact", "Add group", "Send text", "Send contact info", "Delete", "Clear checkboxes", "Set on phone", and "Set off phone". A "Page Size" dropdown menu is labeled "2" and is set to "25". A "Save" icon is also present. A grey bar below the buttons shows "57 Personal, 0 Corporate, 57 Total On Phone (phone can hold a maximum of 600)" and "Viewing 1 - 25 of 57". The main table has columns for "Status", "Name", and "Numbers". The "Name" column is labeled "7". The first two rows are "A Test Contact" and "Another Test Contact", both with green phone icons. The "Numbers" column for "A Test Contact" shows "571-555-5555" and "202-666-6666". The "Numbers" column for "Another Test Contact" shows "703-888-8888", "166*666*6666", and "703-555-5555". The remaining rows are "B", "BB", "C", "CC", "D", and "DD", all with green phone icons. A pencil icon is labeled "6" next to the first row. A Direct Connect icon is labeled "4" next to the "Another Test Contact" row. A "1" is also present in the top right corner of the interface.

1. Search Box: Enter contact name or number to search through your contacts. Hit enter or the "magnifying glass" icon to view results, or the "X" button to clear your search.
2. Page View: To change the amount of contacts you can see in a single page view, select your preference from the **Page Size** drop-down menu and click the **Save** icon to make it your default page view for future access. The options are 25, 50, 100 and 600 contacts per page.
3. On Phone Indication: The green phone icon indicates numbers currently on your phone. The grey icon indicates numbers that you have set to “off phone”. You can tailor the view to show only “on phone” contacts by clicking the **On Phone** checkbox.
4. Phone Numbers. Icons are used to indicate whether you designated a number as Mobile, Work, Home, etc. The Direct Connect indicator tells you which of your contacts are Nextel Direct Connect capable. This includes both Direct Connect on Sprint and Direct Connect on Nextel numbers.
5. Total Contacts: On the grey bar underneath the yellow buttons you will see an indication of total number of contacts in your address book and on your phone.
6. Pencil Icon: The pencil icon will appear next to each contact you have changed or added in your current web session and that is pending synchronization to your phone.
7. Sort Options: By clicking on the **Name** or **Status** column headers you can sort, once for ascending order, or twice for descending order.

Note

If you are part of a multi-line account, your Account Administrator may choose to send contacts to your phonebook. These contacts will appear as locked and read-only on both your phone and your online tool (). Your Administrator can make changes at any time, which will be automatically pushed to your phone. Please note that if they send a large number of contacts and there is not enough space on your phonebook, some of your personal contacts will be moved to “off phone” status. You will still be able to access those contacts online.

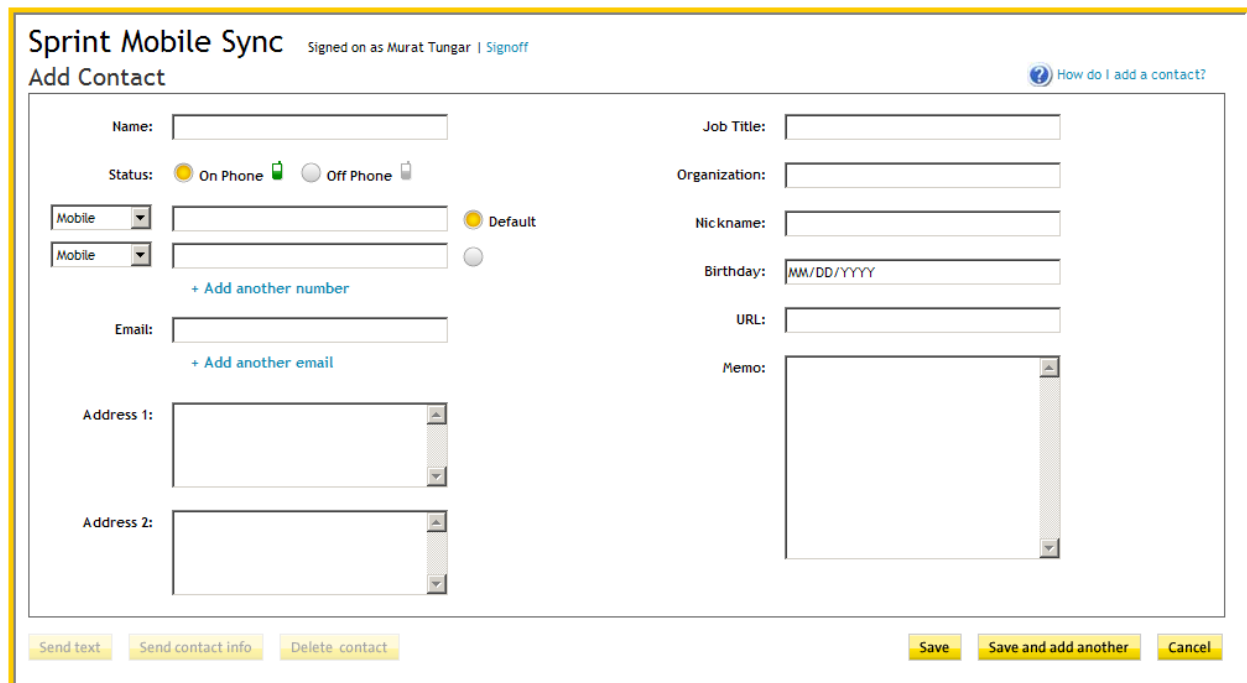
Adding contacts

The **Add Contact** option allows you to add a new contact to your address book.

1. From the main screen of the My Contacts view, click **Add contact**. A new screen will open with text entry boxes for entering contact information.
2. Enter any desired information for the new contact.
3. Click **Save**.

The contact is saved and you are returned to the My Contacts view.

Once you add or change a contact, you will see a pencil icon next to it when you return to My Contacts. This indicates changes that will be made to your phone on the next sync action. Synchronization to your phone will be performed within 30 minutes of exiting the application, or you can choose to press the **Sync Now!** button at the bottom of the screen.





Sprint Mobile Sync Signed on as Murat Tungar | Signoff [How do I add a contact?](#)

Add Contact

Name:

Job Title:

Status: On Phone  Off Phone 

Organization:

Mobile: Default

Nickname:

Mobile:

Organization:

Birthdays: MM/DD/YYYY

URL:

Address 1:

Address 2:



Memo:

Email:

+ Add another number

+ Add another email

Send text Send contact info Delete contact Save Save and add another Cancel

| Field | Valid Entries |
|----------------------------|--|
| Name | Enter the name of your contact. |
| On Phone/ Off Phone | Click appropriate radio button to indicate whether you would like the contact to be synchronized to your phone or not. |
| Number | Phone Number, may enter up to 6 contact numbers. Click Add another number as needed. To account for extensions, access codes or other numbers you typically enter after a main number, enter a P to add an immediate, hard pause and a T to add a 2-second, soft pause. |
| Number Type | <p>For each number select the appropriate type from the drop-down list (Mobile, Work, etc.).</p> <p>For Direct Connect numbers there are two possibilities:</p> <ul style="list-style-type: none"> • Mobile + DC, choose this if the number is usable for both voice and Direct Connect calling. These numbers will be displayed with this icon:  • DC Only – choose this for numbers that are only used for DC calls and not voice or messaging. These numbers are distinguishable by the presence of an asterisk (*) in the number, e.g. 164*55555*1. These numbers will be displayed with the DC icon:  |
| Default Indicator | Indicates if this is the first number to appear next to the contact in your phone. |
| Email | One or more email addresses may be added, up to 3 per contact. |
| Address 1 | Address of contact; can be home, work, or other. Note that most phones only support one address. If this is the case than Address 1 will be the one to synchronize with the phone. |
| Address 2 | Secondary address of a contact; can be home, work, or other. |
| Job Title | Job title of contact |
| Organization | Company of the contact |
| Nickname | Contact nickname |
| Birthday | Contact birthday |
| URL | A website URL may be added. |
| Memo | A text memo may be added. |

Note

Only the contact fields compatible with the phone will synchronize. Depending on the particular phone model, not all information entered for each contact will necessarily be updated on the phones.

Editing contacts

You may edit any contact in My Contacts with the following steps:

1. Click on the name of the contact you wish to edit.
2. The **Edit Contact** page will be displayed containing the contact's information.
3. Edit any information you wish to change.
4. Click **Save**.

The contact will be saved and you will be returned to your **My Contacts** view.

Once you add or change a contact, you will see a pencil icon next to it when you return to My Contacts. This indicates changes that will be made to your phone on the next sync action. Synchronization to your phone will be performed within 30 minutes of exiting the application, or you can choose to press the **Sync Now!** button at the bottom of the screen.

Tip

To find contacts more easily you can filter by name by clicking the appropriate letter from the top of the screen. To return to the complete listing of your contacts click **Reset**. Be sure to clear your Search for Contact field before using the alpha filters, and vice-versa, for best search results.

Deleting contacts

There are two ways you can delete contacts.

Deleting directly from My Contacts, which will allow you to delete multiple contacts at once:

1. From My Contacts, check each entry you wish to delete. If you wish to delete all the contacts on your page view you can click the checkbox on the grey column header bar. You may make multiple selections on multiple pages.
2. After you have checked all the entries you wish to delete, click the **Delete** button on the menu bar.
3. A screen will appear with the message "Are you sure you want to delete?" Click **Yes** to confirm.
4. Changes will be synchronized on next sync action to your phone. If you wish to sync now, press the **Sync Now!** button on the My Contacts page.

- **OR** -

Deleting from the **Edit Contact** view:

1. Click on the name of the contact you wish to delete. Click **Delete Contact** button on the bottom of the screen.
2. A screen will appear with the message "Are you sure you want to delete?" Click **Yes** to confirm.
3. Changes will be synchronized on next sync action to your phone. If you wish to sync now, press the **Sync Now!** button on the My Contacts page.

Note

Deleting a contact that is also on your phone will remove the contact from the phone.


Wipe Phone and Off/On Phone

While your phone has a limitation of 600 contacts, you may store up to 5,000 contacts in your Sprint Mobile Sync address book. Within the online tool you can choose which contacts you would like to appear on your phone's contact list and those that will only be accessible online.

Marking contacts as On/Off Phone:

1. Click the Status column header, once to sort on-phone contacts to the top and twice to sort off-phone contacts to the top.
2. Click the check box in the column header to select all visible contacts, or just click the check boxes next to the contacts you want. To view contacts not shown, just adjust the Items per page field and click Save.
3. Click the **Set Off Phone** button to clear the selected contacts from your phone or the **Set On Phone** button to move them back.
4. Your selection will sync to your phone as systems allow.

Wipe Phone option:

If your phone is lost, stolen or just needs to be transferred, you can click the top-right Wipe phone link  to wipe all of your contacts and groups from your phone. Since this info is also stored on the Sprint network, you can easily add these contacts to your replacement phone once activated.

Sending Text or Contact Info

From either the My Contacts or Groups view you can choose to send a text message to one or more selected contacts.


Send contact button: Select the contacts or groups you want, and click this button to send your contact info as a canned text. This is particularly useful if your phone number and Direct Connect® number are different, and you want to quickly let your contacts know that. You may choose to tailor the message as you would like prior to sending.

Send text: Follow the same steps to send a quick text to let your contacts or groups know of a meeting or whatever it is you want to communicate.

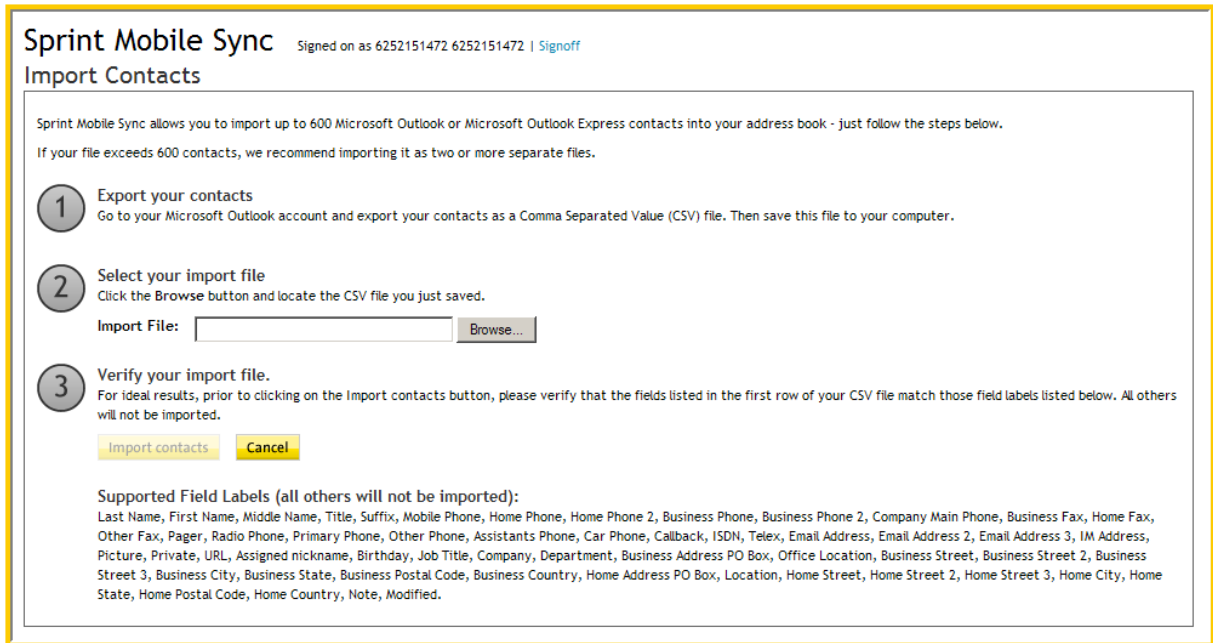
Please note: Texts to groups will only be sent to the group owner.

Importing contacts

Sprint Mobile Sync allows you to import contacts into your address book as a quick and easy way to start or enhance your contact list. At this time you may only import contacts in Microsoft Outlook format. However, many email applications allow you to export in Microsoft Outlook format.

To launch the screen, click on the **Import** link  in the upper right hand corner of the My Contacts page and follow the steps.

1. Export your contacts from Microsoft Outlook and choose the option to export those contacts as a Comma Separated Value (CSV) file. Save that file to your computer.
2. Click the **Browse** button to navigate and select where you stored your file.



Sprint Mobile Sync Signed on as 6252151472.6252151472 | Signoff

Import Contacts

Sprint Mobile Sync allows you to import up to 600 Microsoft Outlook or Microsoft Outlook Express contacts into your address book - just follow the steps below.

If your file exceeds 600 contacts, we recommend importing it as two or more separate files.

- 1** **Export your contacts**
Go to your Microsoft Outlook account and export your contacts as a Comma Separated Value (CSV) file. Then save this file to your computer.
- 2** **Select your import file**
Click the **Browse** button and locate the CSV file you just saved.
Import File: **Browse...**
- 3** **Verify your import file.**
For ideal results, prior to clicking on the Import contacts button, please verify that the fields listed in the first row of your CSV file match those field labels listed below. All others will not be imported.

Import contacts **Cancel**

Supported Field Labels (all others will not be imported):
Last Name, First Name, Middle Name, Title, Suffix, Mobile Phone, Home Phone, Home Phone 2, Business Phone, Business Phone 2, Company Main Phone, Business Fax, Home Fax, Other Fax, Pager, Radio Phone, Primary Phone, Other Phone, Assistants Phone, Car Phone, Callback, ISDN, Telex, Email Address, Email Address 2, Email Address 3, IM Address, Picture, Private, URL, Assigned nickname, Birthday, Job Title, Company, Department, Business Address PO Box, Office Location, Business Street, Business Street 2, Business Street 3, Business City, Business State, Business Postal Code, Business Country, Home Address PO Box, Location, Home Street, Home Street 2, Home Street 3, Home City, Home State, Home Postal Code, Home Country, Note, Modified.

3. Click the **Import Contacts** button.
4. You will see a message to indicate that the import action is taking place. Please do not close the window or click on the browser's Back button while this action is in progress as that may cause errors on the import.
5. You will see a message indicating the Import is complete with the number of contacts successfully imported.

Note


The limit on number of contacts you can import at one time is 600. If you would like to import more than 600, it is suggested that you create separate files and import in separate actions.

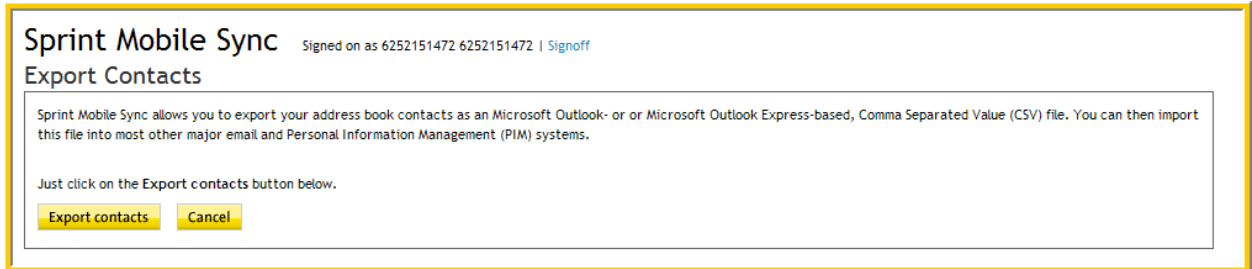
Tip

To reduce chances of failure it is recommended that you verify your import file to ensure it has the correct field labels before doing the import. The supported field labels are listed on the Import screen.

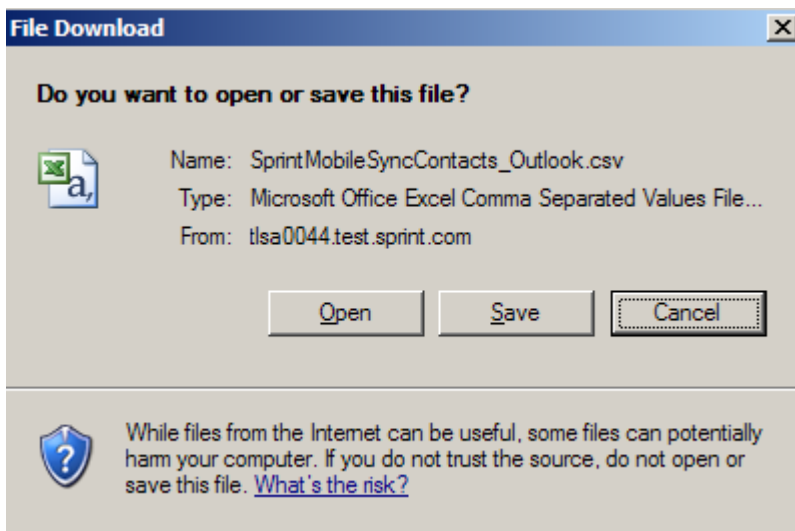
Exporting contacts

Sprint Mobile Sync allows you to export your contacts into a standard Comma Separate Value (CSV) file. You may use this file to import into another application, such as Microsoft Outlook, or simply save it to your PC.

1. Click on the **Export** link  in the upper right hand corner of the My Contacts page.



2. Click the **Export contacts** button. You will see a message to indicate that the export action is taking place. Please do not close the window or click on the browser's Back button while this action is in progress as that may cause errors on the export.
3. You will be prompted to either save or open the file. Click **Save** button if you wish to save it to your PC.



4. You will be prompted to choose a location to save the file. Browse to the desired location and click the **Save** button. You can now import that file into another application if you desire.

Desktop Sync


Desktop Sync is an easy-to-use application that you can choose to download and save to your PC in order to synchronize your contacts in Sprint Mobile Sync with your main Contacts folder in Microsoft Outlook or Outlook Express.

Note

Desktop Sync will always synchronize with your main Contacts folder in your chosen desktop application. Microsoft Outlook (versions 97 and higher) and Outlook Express (all versions) are currently supported in the Windows environment (Windows 98, ME, 2000, XP and Vista). Lotus Notes will be available in the future.

Downloading Desktop Sync

You can download Desktop Sync directly from your Sprint Mobile Sync website.

1. Log into your Sprint Mobile Sync web portal.
2. Click on the **Download Desktop Sync** link  in the upper right hand corner.
3. You will be prompted to run or save the application. Click the **Save** button and browse to the desired location on your PC. The Desktop Sync executable file will be saved and can be launched from that location.

Tip

It is recommended that you back-up or export your Contacts data from your Desktop application prior to performing any sync actions.

Configuring Desktop Sync

1. Launch the Desktop Sync application by clicking on the executable file.
2. Click on the **Settings** button.
3. You will be prompted to enter your username and password. This is the same username and password you use to log into www.sprint.com to access your Sprint Mobile Sync.
4. Click the **Next** button.
5. You will be prompted to select the particular desktop application you use. From the drop-down box select Microsoft Outlook or Outlook Express.
6. Click the **Next** button.
7. You will be prompted to select a Transfer Method from one of these three choices:
 - **Add PC contacts to Sprint Mobile Sync (default setting).** This will copy contacts from your PC contacts folder to Sprint Mobile Sync. Changes to contacts made in your PC application will overwrite changes to the same contact in Sprint Mobile Sync if the last updated timestamp is more recent in your PC application.
 - **Add Sprint Mobile Sync contacts data to PC.** This will copy contacts from Sprint Mobile Sync to your PC contacts folder. Changes to contacts made in Sprint Mobile Sync will overwrite changes to the same contact in your PC application if the last updated timestamp is more recent in Mobile Sync.
 - **Synchronize changes both ways.** This will sync changes between the two applications. Please note if you delete a contact in one of the locations, it will be deleted in the other.

8. Select the radio button next to your preferred transfer method and click the **Next** button.
9. You now have the option to select when and how often you would like to synchronize your data between Sprint Mobile Sync and your desktop application
 - **Synchronize once each day.** You may specify the exact time each day.
 - **Synchronize every X number of hours.** You have the option to synchronize at a specific interval between 4 and 10 hours.
 - **Synchronize when computer is started.** With this option a sync action will be initiated every time you boot up your computer and connect to the Internet.
 - **Synchronize Manually.** With this option no synchronization will occur except when you press the Synchronize button on the main screen of the application.
10. Select the radio button next to your preferred synchronization setting and click the **Next** button.
11. You will see a confirmation message that your settings have been applied. Click the **Finish** button.

Synchronizing with the Desktop application

Your contacts in Sprint Mobile Sync will be synchronized with your desktop application depending on your chosen setting. If you choose a scheduled sync action, the synchronization will occur with no action required on your part as long as your computer has an active Internet connection. If your computer is turned off during a scheduled sync time period, the sync action will be initiated the next time you restart your computer.

Note

Your Internet connection must be active in order to Synchronize with your Desktop application.

Desktop Sync Mappings

Due to differences in supported fields, information from your phone and Sprint Mobile Sync may appear slightly differently in your desktop application. Please reference the chart below to determine how your phone fields will map to your chosen application.

| <i>PHONE FIELD</i> | <i>SPRINT MOBILE SYNC</i> | <i>OUTLOOK</i> | <i>OUTLOOK EXPRESS</i> |
|--------------------------------------|----------------------------------|------------------------------------|-------------------------------|
| Display Name | Name | Title, First, Middle, Last, Suffix | Title, First, Middle, Last |
| Mobile | Mobile | Mobile Phone | Mobile |
| Mobile (second) | Mobile | Car Phone | <i>Not supported</i> |
| Mobile (third) | Mobile | Assistants Phone | <i>Not supported</i> |
| Mobile+DC (Direct Connect capable) | Mobile+DC | Primary Phone | <i>Not supported</i> |
| DC Only (Direct Connect only) | DC Only | Radio Phone | <i>Not supported</i> |
| DC Only (second Direct Connect only) | DC Only | Telex | <i>Not supported</i> |
| Home | Home | Home Phone | Home Phone |
| Home (second) | Home | Home Phone 2 | <i>Not supported</i> |
| Work | Work | Business Phone | Business Phone |
| Work (second) | Work | Business Phone 2 | <i>Not supported</i> |
| Work (third) | Work | Company Main Phone | <i>Not supported</i> |
| Fax | Fax | Business Fax | Business Fax |
| Fax (second) | Fax | Home Fax | Home Fax |



| | | | |
|----------------------------|----------------------|---|---|
| Fax (third) | Fax | Other Fax | <i>Not supported</i> |
| Pager | Pager | Pager | Pager |
| Other | Other | Other Phone | IP Phone |
| Other (second) | Other | ISDN | <i>Not supported</i> |
| Other (third) | Other | TTY/TDD | <i>Not supported</i> |
| Other (fourth) | Other | Callback | <i>Not supported</i> |
| Email Address Internet | Email | Email Address | Email Address |
| Email Address Mobile | Email | Email Address 2 | Email Address 2 |
| Email Address Other | Email | Email Address 3 | Email Address 3 |
| IM Address | <i>Not supported</i> | IM Address | <i>Not supported</i> |
| URL | URL | Web Page | <i>Not supported</i> |
| Nickname | Nickname | Nickname | Nickname |
| Job Title (if appl) | Job Title | Job Title | Job Title |
| Company Name (if appl) | Organization | Company | Company |
| Address | Address 1 | Home Street Address (free form 3 lines), City, State/Province, Zip/Postal Code, Country/Region | Home Street Address (free form 3 lines), City, State/Province, Zip/Postal Code, Country/Region |
| Business Address (if appl) | Address 2 | Business Street Address (free form 3 lines), City, State/Province, Zip/Postal Code. | Business Street Address (free form 3 lines), City, State/Province, Zip/Postal Code. |
| Home Address (if appl) | Address 1 | Home Street Address (free form 3 lines), City, State/Province, Zip/Postal Code, Country/Region. | Home Street Address (free form 3 lines), City, State/Province, Zip/Postal Code, Country/Region. |
| Memo | Memo | Note | Notes |

Note

Some information in Sprint Mobile Sync may not transfer if it is not useful or recognizable by the desktop application. Groups and read-only contacts (if used by your organization) will not transfer or synchronize. Also note that phone number labels may be different on the PC application – this is because the PC application may only support one of each phone number type and there are some phone number classifications that are unique to Sprint Mobile Sync (those specific to Nextel Direct Connect).

Managing groups

In addition to managing your contacts, Sprint Mobile Sync allows you to create, edit and delete groups. Groups now appear on a separate view from My Contacts. There are two different types of groups you can manage:

- ▶ **Group Connect®** groups  are personal groups you can create either on your phone or online with Sprint Mobile Sync. These groups will allow you to quickly communicate with up to 20 other subscribers at the same time. You can create and use a group to make group Nextel Direct Connect calls or use as a distribution list to send text and VoiceSMS messages. At this time, use of the group for Nextel Direct Connect calls will only include other Direct Connect on Sprint capable phones.
- ▶ **TeamDC®** groups  are shared Nextel Direct Connect groups that allow you to communicate or coordinate activities with up to 35 Nextel Direct Connect subscribers at the same time. Each invited group member will receive an invitation to join the group on their phone. All TeamDC participants must also have a Nextel Direct Connect capable Sprint device with the TeamDC feature.

Note

Not all Sprint Mobile Sync capable phones support group capabilities. TeamDC groups are only available to Direct Connect on Sprint devices. Group Connect may be offered on other Sprint Mobile Sync devices depending on the specific phone capabilities.

Group Connect® groups

Group Connect® groups can be created dynamically on the device and viewed and managed in the online web tool for Sprint Mobile Sync. Or you may create these groups online and have them synchronized to your phone.

Creating Group Connect groups on your phone:

1. Press **MENU/OK** button.
2. Select **Contacts**.
3. Select **Add New**.
4. Select **New Group**.
5. Select **Start**.
6. Press the **OK** key to mark the checkbox next to each contact you wish to add to your group.
NOTE: If you have a contact with more than one phone number you will need to press the right and left keys next to the MENU/OK button to view and select the appropriate numbers.
7. After selecting all your contacts select **Continue**.
8. Enter a name for the group.
9. Select the **OK** soft key.
10. Select **Save**.

Note


Group Connect groups are not exclusive to Direct Connect use. They can be used for both Direct Connect and for text or VoiceSMS messaging. But, please note that you need to select the correct number in order for your communication to reach all your group members. If you have a contact with a DC-only number and a separate Mobile number, you will need to include the DC number for Direct Connect use and the Mobile number for messaging use. Both numbers may be added to the same group if you wish to use that group for both types of communication.

Creating Group Connect groups online with Sprint Mobile Sync:


1. From the My Contacts or Groups view, click the **Add Group** button.
2. Select the radio button next to **Group Connect®**. Note if your phone does not support TeamDC groups than you will be taken directly to the **Add Group Connect** screen.

Add Group

What type of group would you like to create?

 **Group Connect®**

This is a group list of up to 20 members that you can view and manage online or on your phone. Then, you can instantly contact your entire group, via Nextel Direct Connect®, or communicate with them via text, Sprint Picture Mail or Voice SMS.

 **TeamDC**

Exclusively for use with Nextel Direct Connect®, this group type allows you to create and manage a list of up to 35 members, and to send it to all members' phones. As the group owner, only you may add or remove members online, but any member may initiate a call to the group.

Note: Once a group is created, you cannot change its type.

3. Click the **Next** button. You will see the **Add Group Connect®** screen.

Sprint Mobile Sync

Signed on as 6252151472.6252151472 | Signoff

Add Group Connect®

Note: In order to initiate a Direct Connect call to this personal group, you must be subscribed to the Group Connect® service.



Name:

Status: On Phone Off Phone


0 Group Members

Type a Name and Number to add:

Name: Number:

| Remove | Name | Number |
|------------------|--|--------|
| | To add members to your Group Connect group: | |
| | • Type a contact's name and number in the fields above, and click Add. Doing so will also add the contact to your "My Contacts" view after the group is saved. | |
| | • Click the corresponding  icon to add contacts from your "My Contacts" view. | |
| | • If you need to remove contacts, just click on the corresponding  icon. | |
| | When you're done, be sure to click Save to keep your changes. | |
| Viewing 0-0 of 0 | | |














Please note after adding:




- Those contacts marked as "Off Phone" () will not be viewable on your phone.
- Those contacts you added manually will automatically be added to your "My Contacts" view and set to the same On/Off Phone status as this group.

My Contacts

Search for Contact

Reset | All **A** B C D E F G H I J K L M N O P Q R S T U V W X Y Z | Other

| Add | Name | Number |
|---|-------------|--------------|
|  | a | 625-215-1679 |
|  | a | 789-587-8956 |
|  | A Template1 | 435-768-7654 |
|  | A001 | 624-213-9000 |
|  | AA | 625-215-1621 |
|  | abs | 913-000-112 |
|  | acf | 913-677-1234 |
|  | adc | 913-633-4412 |
|  | ATEST001 | 932-513-4520 |
|  | BB | 625-215-1520 |
|  | Bob Smith | 913-555-1212 |
|  | Bob Smith | 913-555-1213 |
|  | Bob Smith | 913-555-1214 |

4. Enter a group **Name** at the top of the screen.
5. Your contacts will appear in a selection list on the right. Select contacts you wish to add to the group by clicking the  icon. If a contact has more than one number entry, you must choose which numbers to add separately. The list on the left displays contacts you have selected to be in the group. To remove any contact click the  icon.
6. You may also choose to enter a new contact by adding a **Name** and **Number** and clicking the **Add** button. Note that these new contacts will be added to your My Contacts address book.
7. When you have included all your desired contacts in the list, click on the **Save** button.
8. You will see your new Group Connect group in the Groups view. The pencil icon  indicates that the group will be saved to your phone on the next sync action. You may choose to **Sync Now!** to save it to your phone now.

Any changes you make will be sent to your phone within 30 minutes. To send the changes sooner click this button:
Please note that only the contact fields supported by your phone will be synchronized.

 **Sync now!**

Note You may store up to 25 Group Connect groups on your phone. You can create and store more than 25 on the web portal if they are marked as "off phone".

Note Phone numbers marked as "off phone" can be added to a Group Connect group, but they will not be synchronized to the device and will therefore not be included in group communication.

Deleting Group Connect Groups

Group Connect groups can be deleted in one of two ways:

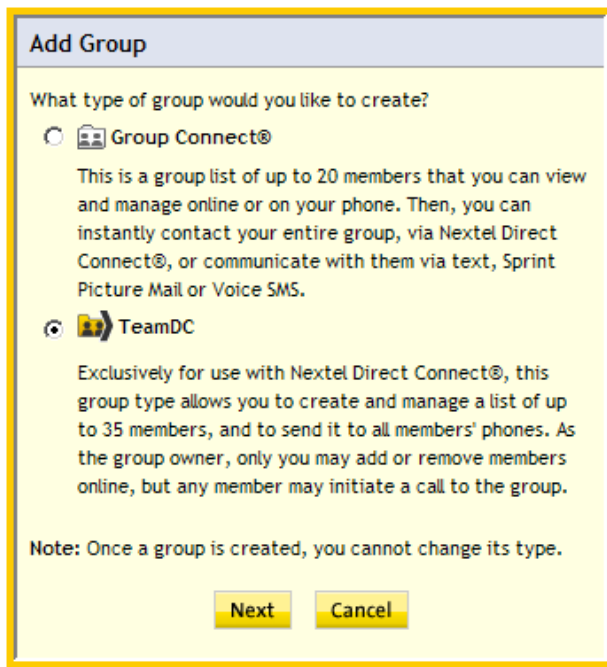
- ▶ Click on the checkbox next to the group or groups on the Groups view. Click the **Delete** button.
- OR -
- ▶ Select the group to open the Edit view. Click the **Delete Group** button.

TeamDC® groups

TeamDC groups can only be created using the online web tool for Sprint Mobile Sync.


Creating TeamDC groups online with Sprint Mobile Sync:

1. From the My Contacts or Group view, click the **Add Group** button.
2. Select the radio button next to **TeamDC**.




Add Group

What type of group would you like to create?

 Group Connect®

This is a group list of up to 20 members that you can view and manage online or on your phone. Then, you can instantly contact your entire group, via Nextel Direct Connect®, or communicate with them via text, Sprint Picture Mail or Voice SMS.

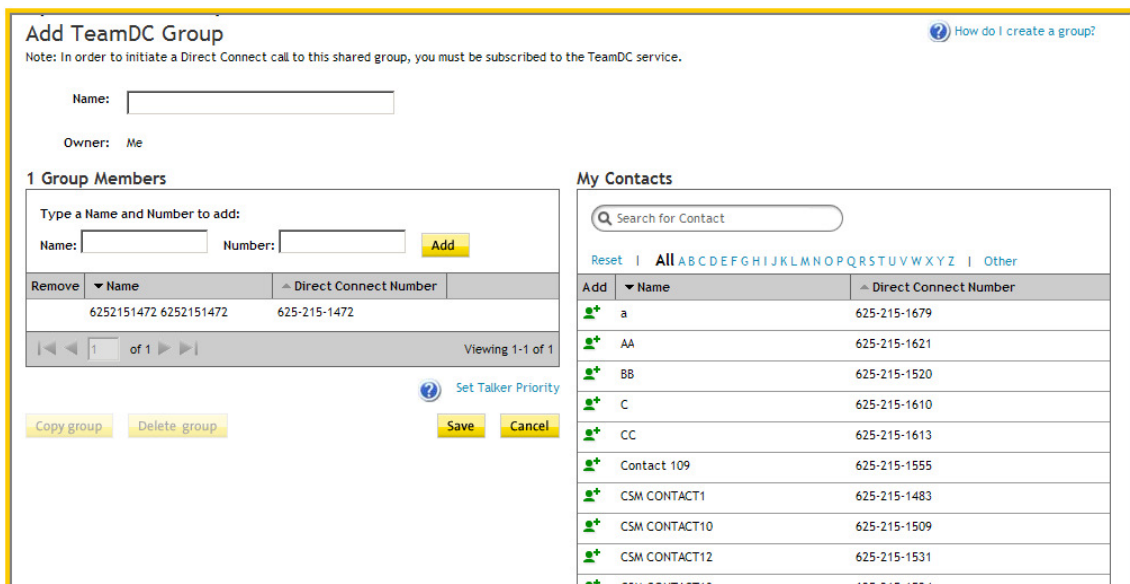
 TeamDC

Exclusively for use with Nextel Direct Connect®, this group type allows you to create and manage a list of up to 35 members, and to send it to all members' phones. As the group owner, only you may add or remove members online, but any member may initiate a call to the group.

Note: Once a group is created, you cannot change its type.

Next **Cancel**

3. Click on **Next** button. You will see the **Add TeamDC Group** screen.



Add TeamDC Group [How do I create a group?](#)

Note: In order to initiate a Direct Connect call to this shared group, you must be subscribed to the TeamDC service.

Name:

Owner: Me

1 Group Members

Type a Name and Number to add:

Name: Number: **Add**










| Remove | Name | Direct Connect Number |
|--------|-----------------------|-----------------------|
| | 6252151472 6252151472 | 625-215-1472 |

Viewing 1-1 of 1

My Contacts

Search for Contact



Reset | All [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) | [Other](#)

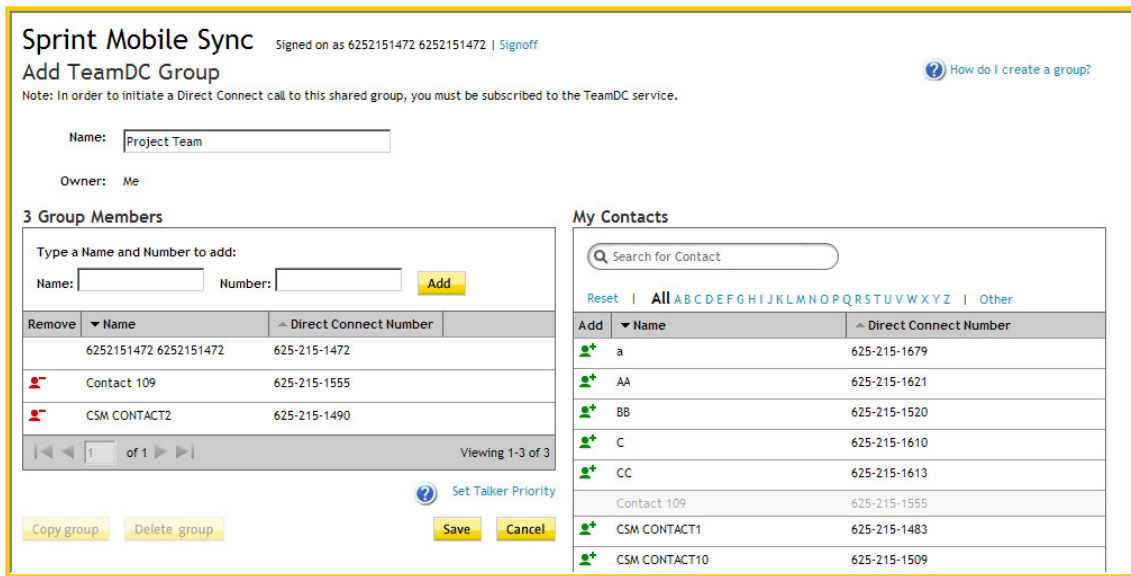
| Add | Name | Direct Connect Number |
|---|---------------|-----------------------|
|  | a | 625-215-1679 |
|  | AA | 625-215-1621 |
|  | BB | 625-215-1520 |
|  | C | 625-215-1610 |
|  | CC | 625-215-1613 |
|  | Contact 109 | 625-215-1555 |
|  | CSM CONTACT1 | 625-215-1483 |
|  | CSM CONTACT10 | 625-215-1509 |
|  | CSM CONTACT12 | 625-215-1531 |

Copy group **Delete group** **Save** **Cancel** [Set Talker Priority](#)

4. Enter a group **Name** at the top of the screen
5. A list of TeamDC capable contacts will appear in a selection list on the right. These contacts are those in your My Contacts address book that are capable of participating in TeamDC calls. You

may only add other Nextel Direct Connect on Sprint phones to TeamDC groups; therefore you will not see any Nextel Direct Connect on Nextel numbers in this selection list.

6. Select contacts you wish to add to the group by clicking the  icon. The list on the left displays contacts you have selected to be in the group. You will be automatically added to the list as you must be a member of any TeamDC group you create. To remove any contacts click the  icon.



Sprint Mobile Sync Signed on as 6252151472 6252151472 | Signoff

Add TeamDC Group [How do I create a group?](#)

Note: In order to initiate a Direct Connect call to this shared group, you must be subscribed to the TeamDC service.



Name:

Owner: Me

3 Group Members

Type a Name and Number to add:

Name: Number:








| Remove | Name | Direct Connect Number |
|---|-----------------------|-----------------------|
| | 6252151472 6252151472 | 625-215-1472 |
|  | Contact 109 | 625-215-1555 |
|  | CSM CONTACT2 | 625-215-1490 |

Viewing 1-3 of 3

My Contacts

Search for Contact

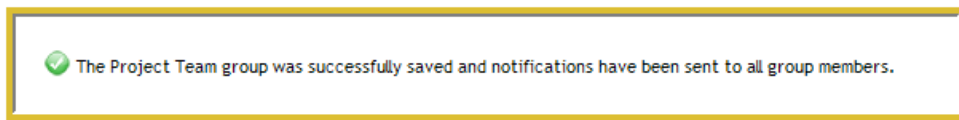
Reset | All **A** B C D E F G H I J K L M N O P Q R S T U V W X Y Z | Other

| Add | Name | Direct Connect Number |
|--|---------------|-----------------------|
|  | a | 625-215-1679 |
|  | AA | 625-215-1621 |
|  | BB | 625-215-1520 |
|  | C | 625-215-1610 |
|  | CC | 625-215-1613 |
| | Contact 109 | 625-215-1555 |
|  | CSM CONTACT1 | 625-215-1483 |
|  | CSM CONTACT10 | 625-215-1509 |

7. You may also choose to manually enter contacts to add to the group. Enter a **Name** and **Number** and click the **Add** button. A validation check will be performed on the number to ensure that it is a TeamDC capable number. If it is not, you will see an error message and you will not be allowed to include the contact in the group.

Note When you add a contact manually, do not enter dashes or other characters or you may receive an error. Contacts that you manually add to a TeamDC group will not be added to your address book.

8. When you have included all your desired contacts in the list, click on the **Save** button.
9. You will be returned to the **Groups** view and you should see a successful save notification at the top of the screen.



10. Notifications will be sent to all members within a few minutes. You will not need to click the **Sync Now!** button as notifications do not require a synchronization event.

TeamDC Notifications to the Phones

Because TeamDC groups are shared groups, any member can use the group to initiate a call. Therefore, on creation of a TeamDC group each group member will receive a notification to their phone inviting them to be a member of the group. As the owner of the group you will also receive a notification as you are a member of the group yourself.

Notification to the Owner:

1. You will receive a notification to your device that says “**You have been added to a TeamDC Group.**”
2. Select **Details**.
3. You will see a message saying that a group has been created with you as the owner, for example: “**The [NAME] TeamDC Group has been created with you as the owner.**”
4. Select **OK**.
5. You will see a prompt asking if you would like to save the group to your contact list. If you select **No** the group will still exist, but you will not be able to initiate a group call from your contact list. If you select **Yes**, the group will be saved to your contact list.
6. Click **Done** to complete the action.

Notifications to the Group Members:

1. Each group member will receive a notification to their device that says “**You have been added to a TeamDC Group.**”
2. Select **Details**.
3. Each member will see a message on the device indicating who created the group and the name of the group, for example: “**OWNER**” **has added you to the “NAME” TeamDC group**”
4. Select **OK** to accept membership into the group, or **Decline** if the member would like to remove themselves as a member of the group. If a user declines membership you as the owner will get a text message sent to your device indicating that the member is no longer part of your group
5. If a member selects OK to accept membership, they will get a prompt asking them if they would like to save the group to their contacts. If they choose **NO** they will still be in the group and will be included in group calls. However, the group will not appear in their contact list on the device. If they choose **YES** it will appear in the contact list.
6. Click **Done** to complete the action.

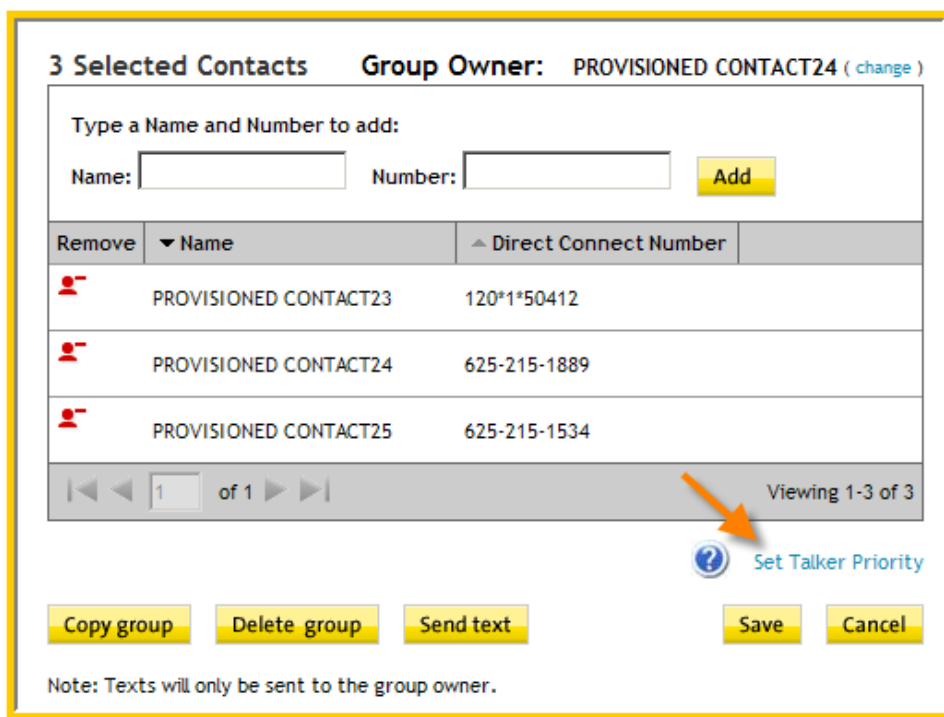
Note

You can save up to 40 TeamDC groups in your contact list on your phone. However, you may be in more groups as long as you do not save them to your contact list. Your Sprint Mobile Sync web portal will show the full list of TeamDC groups for which you are a member. You may also query for your full membership list from your device by selecting Options from the Contacts screen.

Setting TeamDC Talker Priority

Talker priority is a feature exclusive to TeamDC. It is the ability for the owner of a TeamDC group to assign a priority of Low, Medium, or High to participants on a group call. More than one participant can be assigned to these categories. If you are the group owner you can set yourself or someone else to have “High” priority. This will allow talkers with higher priority to interject at any time, as long as they have higher talking priority than the current speaker. If you choose not to set talker priority then every member is defaulted to “Medium”.

1. From the Groups view, click on the TeamDC group for which you would like to set talker priority. This will bring up the Edit group view.
2. Click on **Set Talker Priority** located below the list of Selected Contacts.

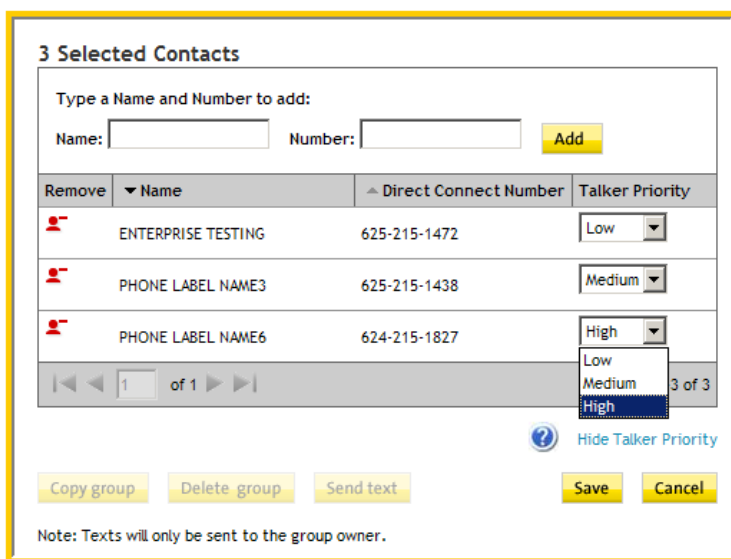


The screenshot shows the '3 Selected Contacts' group view. At the top, it says 'Group Owner: PROVISIONED CONTACT24 (change)'. Below that is a search bar with 'Name:' and 'Number:' fields and an 'Add' button. A table lists three contacts:

| Remove | Name | Direct Connect Number |
|--------|-----------------------|-----------------------|
| | PROVISIONED CONTACT23 | 120*1*50412 |
| | PROVISIONED CONTACT24 | 625-215-1889 |
| | PROVISIONED CONTACT25 | 625-215-1534 |

Below the table is a pagination bar showing '1 of 1' and 'Viewing 1-3 of 3'. An orange arrow points to a blue question mark icon labeled 'Set Talker Priority'. At the bottom are buttons for 'Copy group', 'Delete group', 'Send text', 'Save', and 'Cancel'. A note at the bottom states: 'Note: Texts will only be sent to the group owner.'

3. You will be able to select a priority from the drop-down for each member of the group.



The screenshot shows the '3 Selected Contacts' group view with the 'Talker Priority' dropdown menu open for the first contact. The table now includes a 'Talker Priority' column:


| Remove | Name | Direct Connect Number | Talker Priority |
|--------|--------------------|-----------------------|-----------------|
| | ENTERPRISE TESTING | 625-215-1472 | Low |
| | PHONE LABEL NAME3 | 625-215-1438 | Medium |
| | PHONE LABEL NAME6 | 624-215-1827 | High |

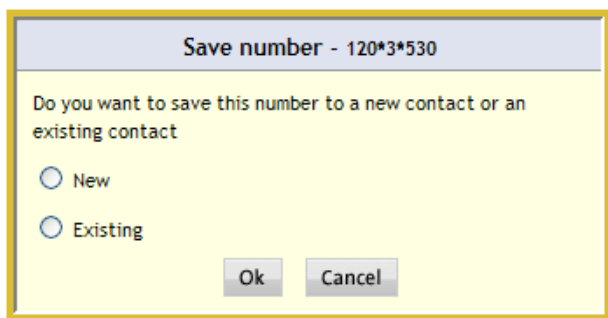
The dropdown menu for the first contact is open, showing options for 'Low', 'Medium', and 'High'. Below the table is a pagination bar showing '1 of 1' and '3 of 3'. A blue question mark icon labeled 'Hide Talker Priority' is visible. At the bottom are buttons for 'Copy group', 'Delete group', 'Send text', 'Save', and 'Cancel'. A note at the bottom states: 'Note: Texts will only be sent to the group owner.'

4. Click the **Save** button. Your talker priority settings will be implemented within a few minutes.

Saving a Contact from a TeamDC Group

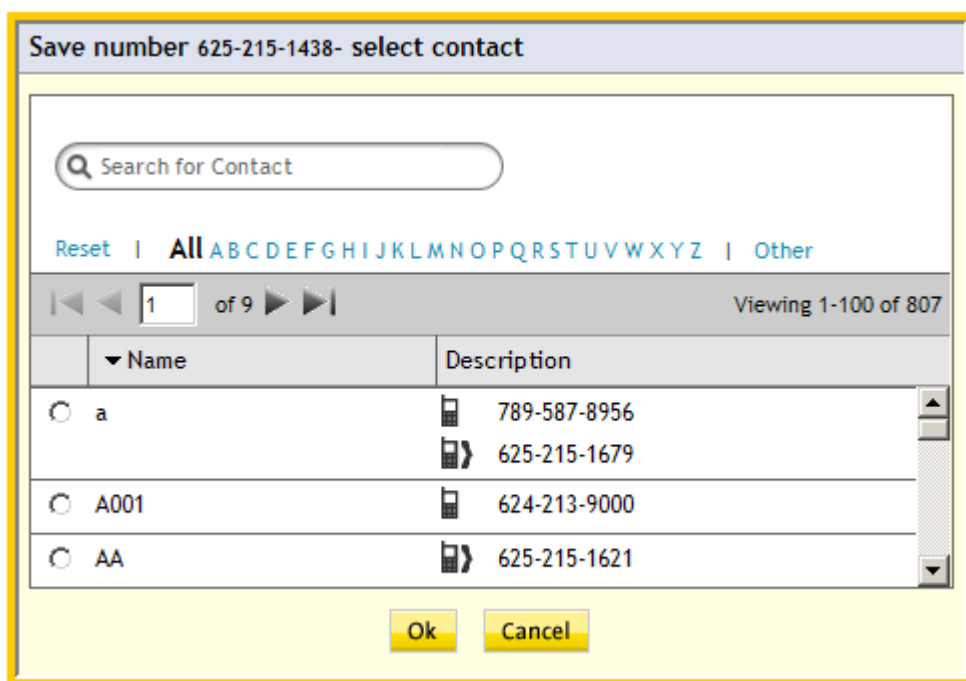
Members of a TeamDC group can choose to save any other member of the group to their personal address book using the online web tool for Sprint Mobile Sync.

1. From the **Groups** view, click on the TeamDC group that has members you would like to save.
2. Click the save icon  next to each contact.
3. You will see a pop-notification, asking whether you would like to save the contact as a new or existing contact.



A dialog box titled "Save number - 120*3*530". The text inside asks, "Do you want to save this number to a new contact or an existing contact". There are two radio buttons: "New" and "Existing". At the bottom are "Ok" and "Cancel" buttons.

4. Select the radio button next to **New** if this is a contact not currently in your address book. A confirmation box will confirm that the contact has been saved.
5. Select the radio button next to **Existing** if the contact already exists in your address book but without that particular number. A selection box will appear with all your contacts. Select the radio button next to the contact for which you wish to add the number. A confirmation box will confirm that the number has been saved.



A dialog box titled "Save number 625-215-1438- select contact". It features a search bar labeled "Search for Contact". Below the search bar are links for "Reset", "All", "ABCDEFGHIJKLMNOPQRSTUVWXYZ", and "Other". A pagination bar shows "1 of 9" and "Viewing 1-100 of 807". A table lists contacts with radio buttons in the first column, names in the second, and descriptions in the third. At the bottom are "Ok" and "Cancel" buttons.

| | Name | Description |
|-----------------------|------|------------------------------|
| <input type="radio"/> | a | 789-587-8956 625-215-1679 |
| <input type="radio"/> | A001 | 624-213-9000 |
| <input type="radio"/> | AA | 625-215-1621 |


Removing Yourself from a TeamDC Group

Members of a TeamDC group can remove themselves from the group on their phone or within their personal Sprint Mobile Sync web portal. Note that owners of the group cannot remove themselves from the group as they must be a member.

From the phone:

1. Click the **MENU/OK** button on the device
2. Select **Contacts**.
3. Scroll down to the group you wish to remove yourself from and click the **MENU/OK** button.
4. Select **Options**.
5. Select **Remove Me**.
6. A confirmation message will appear asking if you are sure you want to remove yourself. Select **Remove**.
7. A notification will be sent to the phone of the group owner to inform them that you are no longer part of the group.

From Sprint Mobile Sync:

8. From the Groups view, click on the group you wish to remove yourself from.
9. Click the icon  next to your name in the membership list.
10. A confirmation box will appear asking if you are sure you want to remove yourself. Click **Ok**.
11. A notification will be sent to the phone of the group owner to inform them that you are no longer part of the group.

Deleting TeamDC Groups

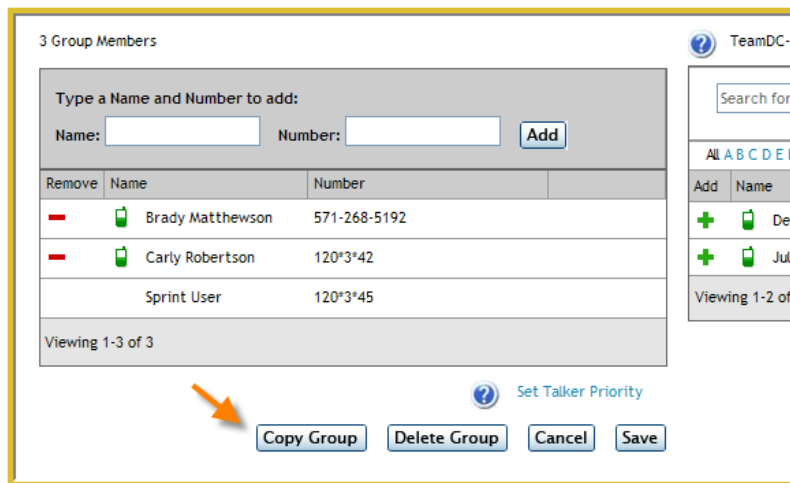
You may delete any TeamDC group that you own.

1. From the Groups view, click on the group you wish to delete. This will bring up the Edit TeamDC Group screen.
2. Click on the **Delete Group** button.
3. Click **Yes** on the confirmation screen.
4. Your group has been deleted. All group members will receive a notification on their device that they have been removed from the group.

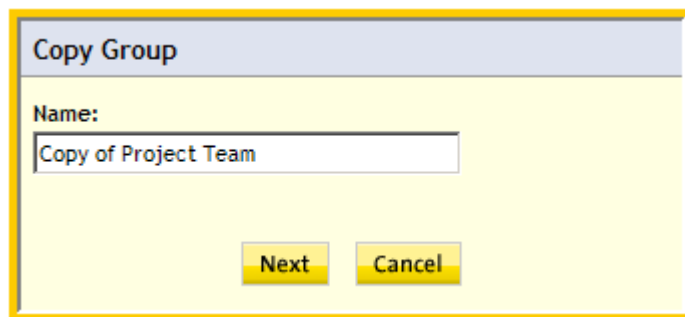
Copying groups

Using the online web tool you may make a copy of one of your existing groups, either Group Connect or TeamDC. This is particularly useful if you are a member of a TeamDC group and would like to be the owner of a group with the same contacts, for example if the original owner is taking on a new role and will no longer be managing the group.

1. From the Groups view, click on the group you wish to copy.
2. Click on the **Copy Group** button.



3. Enter a name for the group.



4. Click on the **Next** button. This will take you to the Add TeamDC Group screen where you can add or delete members. Click the **Save** button to save the new group.

Sprint® Mobile Sync settings

Deactivating Sprint Mobile Sync


You may choose to deactivate Sprint Mobile Sync at any time. This will stop the synchronization of changes you make on your phone. Please note that this action will delete any “off phone” contacts. You will still be able to access the web portal for Sprint Mobile Sync in order to create and manage TeamDC groups. You may deactivate and reactivate from either your phone or the web portal.

Deactivating from the phone:

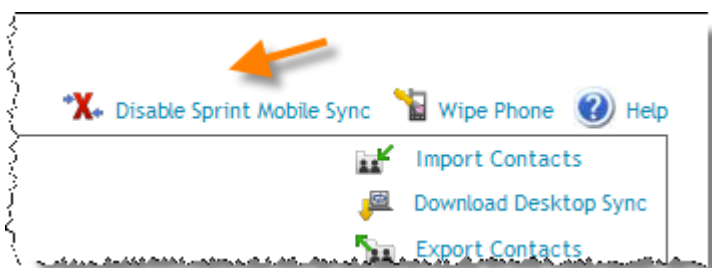
5. Press the **MENU/OK** button. *[For some phone models it is the **Main** soft key]*
6. Select **Settings**.
7. Select **Contacts**. *[Some phone models have Mobile Sync directly under Settings]*
8. Select **Mobile Sync**.
9. Select **Deactivate**. Click **Yes** to confirm.

NOTE: You may reactivate at any time by following the same steps and clicking **Activate**.

Deactivating from the web portal:

1. Log into ww.sprint.com using your username and password.
2. Launch Sprint Mobile Sync by clicking the link from the My Online Tools section.
3. Click the **Disable** link  on the upper right hand corner of the My Contacts view.

NOTE: You may reactivate at any time by following the same steps and clicking **Enable**.



Note

Deactivating Sprint Mobile Sync will permanently delete all contacts labeled “off phone”. “On phone” contacts will remain on your phone.

Sprint@ Mobile Sync alerts

By default you will receive an alert on your phone every time your phone synchronizes. This alert will occur after every change to your contact list on your phone and after changes are made on the Sprint Mobile Sync web portal.

You may choose to disable this alert with the following steps.

1. Press the **MENU/OK** button on the phone [For some phone models it is the Main soft key]
2. Select **Settings**
3. Select **More...** option
4. Select **Contacts** [Some phone models have Mobile Sync directly under Settings]
5. Select **Mobile Sync**
6. Select **Alerts**
7. Click down to highlight **No Alerts** and click **OK** button. [Some phone models have an On/Off toggle next to Alerts]

You may choose to re-enable alerts by following the above steps and selecting the **Alert Me** radio button.