Nextel® Services Guide

for the

BlackBerry 6510™

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Where Do I Start?

All you need, all in one,® **BlackBerry 6510**™ **from Nextel**®.

Thank you for choosing Nextel as your wireless communications provider. To help you get started, we've outlined some key steps to getting you up and running on your BlackBerry 6510™ from Nextel!

1. Turn to the "Getting Started" section of the *Getting Started Guide* and set up your BlackBerry 6510 from Nextel, using the checklist of items as a guide.
2. Refer back to this *Nextel Services Guide* for information on setting up your Voice Mail, making phone and Direct Connect™ calls, Terms and Conditions, and more.
3. See the "Getting to Know Your Handheld" chapter of the online *Handheld User Guide*, found in the BlackBerry Desktop Software, for comprehensive information on the functions and applications of your handheld.
4. Carry the Quick Reference Card with you. This wallet-sized card provides shortcuts and tips for using your BlackBerry 6510.
5. Review the *Nextel@Your Service* card to understand the service options available should your BlackBerry 6510 experience performance problems.

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Introduction

**Nextel gives you more ways than anyone
to communicate with everyone.**SM

Your new BlackBerry 6510 from Nextel offers the capabilities of a Nextel Internet-ready phone — including Direct Connect — along with the industry-leading BlackBerry wireless email solution. The BlackBerry 6510 is an advanced wireless communications handheld that seamlessly integrates both voice and data services on the largest guaranteed all-digital network in the U.S. to give you the freedom of reliable and secure, nationwide access to critical information anywhere, anytime.

Your BlackBerry 6510 is loaded with a variety of features to make your life easier:

Nextel Digital Cellular – The BlackBerry 6510 uses Nextel's All-Digital National Network for digital cellular service. With Nextel Worldwide[SM] Service you can use your handheld to roam internationally in select cities with iDEN® networks. Go to nextel.com for coverage information. Contact Nextel Customer Care to obtain and confirm availability and service.

Nextel Direct Connect® **–** With Nextel Direct Connect, the long-range walkie-talkie feature, you can communicate directly with business and personal contacts at a fraction of the cost of cellular calls.

Nextel Online® – Use the handheld's browser to access Nextel Online (NOL) services, a suite of Nextel wireless data content and Internet services that provide quick access to the information you need to get business done.

Messaging – Integrate your handheld with multiple email accounts. Compose, send, save, search, and manage email, peer-to-peer (PIN) messages, and receive text messages (SMS).

Address Book – Organize, categorize, customize, and maintain your contact information using Address Book. Address Book makes it convenient for you to contact those people who are important to you.

> **NOTE:** **Nextel Online Address Book contacts must be imported
> separately. See the *Nextel Online User's Guide* on nextel.com.**

Calendar – Add, edit, and delete your calendar appointments and synchronize your desktop and handheld calendars. Customize your calendar view according to day, week, agenda, or month view.

Tasks – Track all of your important tasks. Add, edit, delete, and mark tasks complete. Manage your time and your "to do list" while on the go.

Customizing – Personalize your handheld to meet your individual needs. Use Options and Profiles to customize your BlackBerry 6510. Set an alarm, lock your keyboard to prevent unintended calls and character typing, customize notification profiles to create a set of behaviors for your handheld to use in certain situations such as meetings or in the car.

Advanced Security – The BlackBerry Enterprise Server uses Triple DES encryption standards which meet most corporate security requirements for remote email access. Triple DES encryption provides you and your IT department the confidence that your email is secure.

Customer Care

In the unlikely event that you experience trouble with your BlackBerry 6510, or need help with domestic customer care issues, including billing issues, general service needs, or to order additional services, contact Nextel Customer Care.

 You can contact Nextel Customer Care conveniently from your handheld. Just scroll to the nextel.com icon on your Home screen and click your trackwheel. From there, you can access your account balance or send an email to Customer Care.

Visit nextel.com from your PC for a variety of Customer Care services:

- **Browse** for information on your BlackBerry 6510, Nextel phones, coverage areas, rates and other Nextel services. View and download user's guides, try out our interactive virtual products and service demos, find answers to frequently asked questions, order accessories, locate service and repair centers, send a message, and more.

- For self-service on your Nextel account, go to **MyNextel** and choose from a variety of options: view your billing statements, pay your bill, reset your Voice Mail password and more.

- Contact Us online to make changes to your account: add Nextel Online and other services to your handheld, change rate plans, learn about your bill, and more. Simply click **Contact Us** to send us an email request. Our representatives will make every effort to respond to your request within 24 hours. Or, contact Customer Care at 1-800-639-6111 or dial 611 from your BlackBerry 6510. When overseas, contact Nextel Worldwide Customer Care for assistance, at +1-360-662-5202 (toll-free from your BlackBerry 6510).

Ordering Information

Accessories

Nextel has a variety of accessories to support your BlackBerry 6510 such as Vehicle Power Chargers, Batteries, Sync/USB Data Cables, Carry Holsters, Chargers, and Hands-Free items. To order accessories go to nextel.com or call Nextel Nextday® Accessories at 1-800-914-3240. You can also contact your Nextel Authorized Sales Representative or stop by any Nextel Store. For information on retail store locations, go to nextel.com.

Nextel Services

Contact Nextel Customer Care to order any of the services discussed in this guide, including Nextel Direct Connect, Voice Mail, Nextel Online, Additional Voice Services, and much more!

Insurance

For information on Direct Protect℠ insurance protection for your BlackBerry 6510, call 1-800-639-6111 or contact your Nextel Authorized Representative.

Visit us at nextel.com to learn more about Nextel products and services!

Driving Tips

> **NOTE:** **Check and follow the local laws regarding the use of mobile devices while driving.**

Your BlackBerry 6510 is a great safety tool. You can instantly call for help in emergencies or alert your next appointment that you're running late. Please follow these tips for using your handheld when you're behind the wheel.

1. **Give driving your full attention.** Don't let anything interfere with your concentration.
2. **Assess road conditions** before making or taking a call.
3. **Let voice mail pick up** when its inconvenient or unsafe to answer the call.
4. **Program your most frequently dialed numbers** into the handheld for easy dialing. Dial only when your vehicle is stopped — or have a passenger dial for you.
5. **Position your handheld** where it is easy to see and reach.
6. **Keep your eyes on the road.** Never take notes while driving.

7. **Consider using a hands-free accessory** which allows you to keep both hands on the wheel when speaking.

8. **Use your handheld's Internet capabilities before you drive.** Nextel Online services are not designed to be used while driving.

9. **Be a Good Samaritan.** Dial 9-1-1 in emergencies to report accidents, impaired or aggressive drivers, crimes or fires. It's a free call. Know your phone number so emergency services personnel can call you back if necessary.

SMART DRIVERS
TALK SAFELY.

SM

a safety reminder from
NEXTEL

Getting Started

Before using your BlackBerry 6510, you should have already reviewed "Where Do I Start?" at the beginning of this guide, which addresses setting up your handheld. As a second check before continuing, ensure you have done the following:

1. Verified the Subscriber Identity Module (SIM) card is in your BlackBerry 6510.

2. Inserted the battery and fully charged it before using your handheld for the first time. (See "Battery Information" on page 5.)

3. Turned on the handheld.

4. Turned on the wireless radio and allowed the handheld to register with the Nextel Network (see "Network Registration and Coverage Status" on page 6.)

5. Installed the desktop software.

   NOTE: **Please close any synchronization programs or other software that require a dedicated USB port during software installation and BlackBerry synchronization.**

6. Confirmed the connection between your handheld and desktop software.
7. Integrated your handheld with an enterprise, new or ISP email account.

Battery Information

Your BlackBerry 6510 comes with a rechargeable Lithium Ion battery and charger. Before you can use your handheld, you must charge its battery. You can charge your handheld battery using the USB cable connected to your computer or with the travel charger.

> **NOTE: When you first charge the handheld battery, the handheld turns on and the Home screen appears, displaying the application icons.**

Let the battery charge to full power before using your handheld. The initial charge time is approximately 3 hours. After the initial charge, a fully discharged battery can be recharged in approximately 4-5 hours.

Beginning with a fully charged battery, your BlackBerry 6510 has approximately 165 minutes of talktime and 75 hours of standby time.

Using the Keyboard

This section provides a basic overview of the keys and buttons used to when operating your BlackBerry 6510. For additional information on navigation, text, and character entry, as well as special keyboard and trackwheel combinations, refer to the online *Handheld User Guide*.
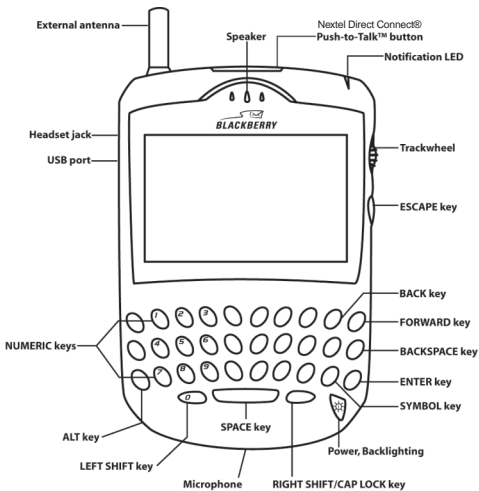
Scroll: Use of the following methods to scroll through and highlight applications, menu items, or text:

- roll the trackwheel
- hold **ALT** and roll the trackwheel
- hold **ALT** and press the **BACK** or **FORWARD** keys

Selecting Applications: To select a highlighted application or menu option, click (press down on) the trackwheel.

Exiting Screens/Ending Calls: Press **ESC** to close a menu or cancel an action. Pressing **ESC** will also end an active phone or Direct Connect call.

Entering Text and Characters: Your Blackberry 6510 uses the familiar QWERTY layout for entering text. Enter numbers, punctuation, and special characters by pressing **ALT** in combination with the alphabetic keys.

Entering Symbols: To access additional symbols not represented on the keyboard, press **SYM**. To enter a symbol from the symbols library, using the trackwheel select the desired symbol or press the corresponding alphabetic key.

Network Registration and Coverage Status

The first time you turn on your BlackBerry 6510, ensure you are in your home market. With your handheld turned on, select the Antenna icon (Turn Wireless On) and click the trackwheel. After the wireless has been turned on and registered with the Nextel National Network, you are able to make and receive phone calls, Direct Connect Calls, or Call Alerts; send or receive email, and PIN messages; receive SMS messages; or browse Web pages. Your handheld must register with the Nextel National Network in order to work properly. Initial registration may take a few minutes, please be patient.

The LCD screen of your BlackBerry 6510 displays status icons to indicate network registration and your current wireless coverage quality.

Network Icon	Registration and Coverage Status*
ᵀ.ıllı nxtl	Your handheld is registering with the Nextel network. Please wait.

Network Icon	Registration and Coverage Status*
T..ill NXTL	In service, ready to use.
T..ill NxTL	You have travelled outside of your Direct Connect coverage area. You cannot place or receive Direct Connect Calls or Call Alerts. **NOTE:** **For information about Nextel Direct Connect coverage areas, go to nextel.com from your PC.**
T..ill NXTl **T..ill** NXtl	Your handheld has not completed registration or completed only partial registration with the network. Some applications or services may not be available. If the handheld does not connect and display the NXTL icon after 15 minutes, contact Nextel Customer Care.
T x	You are out of a wireless coverage area.You cannot place or receive phone calls, Direct Connect Calls, or Call Alerts; send or receive email, PIN messages; receive SMS messages, or browse web pages. You may continue to use your handheld's other applications. Pending messages are sent after you return to a wireless coverage area.
T..ill	Your handheld is registered on another iDEN network. Only Emergency calls may be placed.

* *For comprehensive information regarding application and service capabilities in the registration situations, see the online Handheld User Guide*.

    IMPORTANT: As a default, the LED flashes red to remind you of unopened messages. It is not an indication of wireless coverage status.

Viewing Your Nextel Personal Telephone Number and Direct Connect Number

To view your Nextel Personal Telephone Number (PTN), on the Home screen, scroll to the **Phone** icon and click the trackwheel. Click the trackwheel to view the menu and click **Status**. Your PTN is displayed in the **My Number** field. Your Nextel Direct Connect® Number (DCID) is displayed in the **My DCID** field.

> NOTE: **Your SIM card must be inserted in your handheld for your PTN and DCID to display.**

Your PTN also displays on the Active Call screen during a call. Your DCID displays on the Active Call screen when you send a Call Alert or while engaged in Direct Connect Calls.

> NOTE: **Your PTN will display as "unknown" until your first incoming call is completed.**

Message and Call Logs

Email, PIN messages, incoming SMS messages and incoming Call Alerts are always logged in the Messages application. By default, your handheld logs all calls that you place or receive on the Messages screen. You can customize Call Logging and choose which call types to display on the Messages screen. For more information, refer to the online *Handheld User Guide*.

The Phone application records the last 20 phone calls and Direct Connect Calls placed from or received on your handheld.

- Direct Connect Calls placed to or received from contacts having a Direct Connect number (DCID) with the same Area and Network ID as yours are listed on the Phone screen, followed by "Private".

- Direct Connect Calls placed to or received from contacts having a Direct Connect number (DCID) with a different Area and Network ID as yours are listed on the Phone screen, followed by "Fleet".

- Direct Connect Calls placed to or received from contacts within your Talkgroup are listed on the Phone screen, followed by "Group".

> NOTE: **Your contact must be saved in your Address Book for Private, Fleet, or Group to appear beside the name on the Phone screen. If you have not saved an Address Book entry for your contact, these indicators do not appear.**

Nextel Digital Cellular Voice Services

The BlackBerry 6510 enables you to make and receive domestic and international phone calls, make emergency calls, and be notified of a missed call.

Your BlackBerry 6510 uses Nextel's All-Digital National Network for digital cellular service. If you have subscribed to a Nextel voice plan, you are able to make local or long distance calls (airtime and long distance charges will apply). Your service default is International Calls Restricted. Contact Nextel Customer Care to obtain International dialing access if desired.

> **NOTE:** **There are a variety of ways to make and receive phone calls. The options presented here are just a few suggestions to help you get started. For comprehensive instructions, please refer to the online *Handheld User Guide*.**

Making a Call Using One Time Dial

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Select **One Time Dial** and click the trackwheel. The Phone Number/ DCID dialog box appears.
3. Type the phone number. Click the trackwheel to place the call.

Making a Call from the Address Book

1. On the Home screen, click the **Phone** icon. The Phone screen appears.
2. Begin typing the name of the desired contact. The Find screen lists all contacts that contain the letters that you have typed.
3. Select the desired contact and click the trackwheel to view the menu. Click **Call** to place the call.   **NOTE:** **If you have specified more than one phone number for a contact, you are prompted to select the phone number that you want to call.**

Plus Dialing

If your voice plan has International dialing access enabled, you can use Plus Dialing to place an international call without entering the local international access code. Plus Dialing can be used with Address Book entries and the "One Time Dial" feature. To use Plus Dialing, simply enter a "+" before the country code, city code or area code, then enter the phone number. You can also click on Plus Dialing links to initiate international calls from the calendar, task and memo applications as well as incoming SMS messages.

> **NOTE:** **The network translates the "+" into the appropriate international access code needed to place the call.**

Phone Tips

- In number fields, type numbers without using **ALT**.
- On the Home screen, press **P** to open the Phone application.
- On the Phone screen, press **SPACE** to open the Phone Number/DCID dialog box. Enter a phone number and click the trackwheel to place the call.
- On the Phone screen, type a letter to open the Call screen. All contacts whose names contain that letter are displayed.

Ending a Call

From the Active Call screen, press and hold **ESC** to end the call.

Otherwise,

From any other screen, click the trackwheel to view the menu. Click **End Call**.

Receiving a Call

When you receive a new phone call you are notified (as specified in your notification profile) and a dialog box appears on your handheld's screen prompting you to answer or ignore the call.

- If you are not connected to any other phone calls and want to answer the call, click **Answer**. You are connected to the call. If you are using a headset, you can also press the button on the headset to answer a call.

• If you do not want to answer the incoming phone call, click **Ignore**. The caller hears a busy signal or is directed to your Voice Mail if you subscribe to Nextel Voice Mail.

Emergency Calls

Your handheld supports emergency calling. Emergency calls can be made even if your SIM card is not inserted or your handheld has a password set.

You can place a 911 emergency call using the **One Time Dial** feature. You will be connected to the nearest emergency dispatch center. If you are on an active call, you must put it on hold or end it before making an emergency call.

Refer to "Placing Emergency Calls" in the online *Handheld User Guide* for information on placing Emergency Calls when your handheld is locked.

Additional Phone Features

In addition to the standard features that are included for all Nextel Digital Cellular subscribers, there are also several features available for an additional monthly or per-use fee. Visit nextel.com or contact Nextel Customer Care for additional information.

Caller ID

If you subscribe to Caller ID, your BlackBerry 6510 automatically displays the phone number of the person calling (unless blocked by the caller), enabling you to decide whether to take the call or forward it to Voice Mail.

> **NOTE:** Caller ID information is not available on all calls.

A caller's name is displayed if you have entered the person's number into your Address Book (see "Making a Call from the Address Book" on page 9). Otherwise, the caller's phone number is displayed.

Call Waiting & Call Hold

You'll never miss an important call with Call Waiting and Call Hold. Call Waiting allows you to accept a second call without losing the original connection. Use Call Hold to alternate between two conversations by 'swapping' calls. For more information on these features, see the online *Handheld User Guide*.

Conference Calling

With Three-Way Conference Calling, you can combine two ongoing phone calls into one conversation. For more information, see the online *Handheld User Guide*.

Call Forwarding

The Call Forwarding feature allows you to send unanswered calls to an alternate phone number. With Call Forwarding profiles enabled, your calls will not be sent to Voice Mail. For information on customizing call forwarding, see the online *Handheld User Guide*.

Nextel 411

Nextel 411 provides friendly services for on-the-go professionals. Simply dial 411 from your BlackBerry 6510 anywhere within the continental United States and Hawaii for the following services:

Nationwide Call Completion

Nextel 411 operators will connect you to any listing in the continental United States and Hawaii. If requested, the operator will stay on the line while connecting to the number.

White Page Listings

Request a telephone number for any person, business, or government agency in the continental United States and Hawaii. Operators can also provide address information if available.

Yellow Page Listings

You can request a telephone number for a business or have a search performed by category if the specific business name is unknown. For example, while on business travel, you can request information for the copy center closest to your hotel.

Driving Directions

Nextel 411 operators are able to provide directions to reach a specific destination. Operators will work with you to determine your starting point and provide clear directions to the destination.

Restaurant Reservations

Nextel 411 operators can assist in finding a restaurant and then coordinate reservations. A Nextel 411 operator will confirm your reservation information through a return phone call. For your convenience, the reservation will be in your name.

> **NOTE:** **Reservation service may not be available for all restaurants.**

Nextel Voice Mail

Nextel Voice Mail is a flexible, easy-to-use system that takes messages when you're not available — so you never miss an important call. This section covers the most commonly used Voice Mail features. Once you log into Voice Mail, there are a number of innovative features you can access by following the automated system prompts. For information on Advanced Voice Mail features, visit nextel.com.

Setting Up Your Voice Mail Box

You must first set up your Voice Mail box before you can listen to messages. The following steps will tell you how to set up your Voice Mail box. Before getting started, you may want to review "Recording Your Active Greeting" on page 17 for ideas on what to include in your greeting.

1. Using your BlackBerry 6510, dial your 10-digit Nextel Personal Telephone Number (PTN). For example: 7035557777 (See "Making a Call Using One Time Dial" on page 9).

   • If you are calling from a phone other than your handheld, dial your 10-digit PTN. When you hear the greeting, press * to access your Voice Mail box. The system will prompt you to **Enter your password**. Enter the last seven digits of your PTN. For example: 5557777. This is your temporary password.

2. Follow the system instructions to:

    • Create a new 4- to 7-digit password
    • Record your name
    • Record a greeting (see "Recording Your Active Greeting" on page 17)

3. When the system says **Enjoy using Nextel Voice Mail**, your mailbox is set up.

Receiving Voice Mail Messages

If you have subscribed to Nextel Voice Mail, your handheld is preprogrammed with default Call Forwarding settings to forward your calls to Voice Mail when you are not available. You can also send your incoming calls to Voice Mail by clicking **Ignore** in the Incoming Call dialog box.

New Message Indicators

A window displays **New Voice Mail message waiting** and the following indicator displays when you have Voice Mail waiting:

This icon appears at the top of your screen along with the number of Voice Mail messages waiting.

Logging Into Voice Mail

> **NOTE:** **You must receive a message before you can access Voice Mail for the first time from your handheld. (Tip: You can leave yourself a message.)**

1.	On the Home screen, click the **Phone** icon. The Phone screen appears.
2.	Click the trackwheel to view the menu. Click **Call Voice Mail**. The first time you log into Voice Mail, your handheld will prompt you to enter the phone number to access your Voice Mail. To access your Nextel Voice Mail, enter your 10-digit phone number and click the trackwheel. Your handheld dials your Voice Mail access number.
3.	Follow the prompts to listen to your messages.

> **NOTE:** **If you have subscribed to Nextel Voice Mail and a new Voice Mail message is received, the** Call Voice Mail **menu option appears on the menu of all handheld applications. The Voice Mail icon also appears at the top of the screen along with the number of messages waiting.**

Main Voice Mail Menu

The main Voice Mail menu uses the following key commands:

- To play your messages — press 1 (This option plays only if you have new or saved messages.)
- To record a message — press 2
- To change your greeting — press 3
- To access your personal options — press 4

When in a submenu press * to go to the previous menu.

When in a submenu press * * to go to the main Voice Mail menu.

From the main Voice Mail menu press # to exit Voice Mail.

Playing Messages

While listening to messages, the following options are available:

- Replay previous 6 seconds — press 1
- Rewind to beginning of message — press 1 1

- Pause/continue the current message — press 2
- Fast forward 6 seconds— press 3
- Fast forward to end of message — press 3 3
- Play the date and time stamp — press 5 5

Options available while a message is playing or after it has played:

- Copy the message to another subscriber — press 6
- Delete the message — press 7
- Reply to a message — press 8
- Save the message — press 9
- Skip to the next message — press #

Saving and Deleting Messages

You can save or delete a message while the message is playing or after you have finished listening to it. To save a message, press 9. To delete a message, press 7. Messages that are not saved or deleted remain in your mailbox as new messages. All messages are automatically deleted after 30 days.

Recovering Deleted Messages

To retrieve deleted messages, press * then 3. This option only applies to the current Voice Mail session. If you end the call, the messages will be permanently deleted.

> **IMPORTANT: After exiting the Voice Mail session, you cannot recover deleted messages.**

Changing Your Password

> **NOTE: If you forget your password, contact Nextel Customer Care.**

1.	From the main Voice Mail menu, press 4 to access Personal Options.
2.	Press 4 to access Personal Preferences.
3.	Press 1 to modify your password.

4.   Enter your new password. This password must be all numbers. It must be 4- to 7-digits long.

5.   Press * * to return to the main menu.

IMPORTANT: For security purposes, it is recommended that you do not choose sequential or repeated digits like 1-2-3-4 or 5-5-5-5 for your password.

Recording Your Active Greeting

With Nextel Voice Mail service there are a number of ways in which people can reach you. You may want to include one or all of the following options in your greeting so that callers will know they are available.

•   Press 1 to send a numeric message.

•   Press 2 to send an operator assisted message. (This option is available only if you are a subscriber of Operator Assisted Messaging. Contact Nextel Customer Care for more information.)

•   Press # to skip the greeting and record a message immediately.

Nextel Direct Connect® Service

Nextel Direct Connect is a powerful, long-range, digital walkie-talkie feature. It lets you instantly contact any Nextel customer in your local calling area with a simple push of a button. You can communicate with your coworkers and clients for a fraction of the cost of traditional cellular calls. With Nextel Direct Connect, you can contact an individual or a group of people designated as a Talkgroup.

NOTE: For information about Nextel Direct Connect® coverage areas, go to nextel.com from your PC.

Using the Push-to-Talk Button

During a Nextel Direct Connect call, press and hold the PTT button when you want to speak to your contact. The handheld beeps when you press the PTT button to indicate that you are the current speaker. Release the PTT button when you want to listen to your contact. When you release the PTT button, your contact's handheld beeps to indicate that you have finished speaking.

Placing Nextel Direct Connect Calls

You can place Nextel Direct Connect Calls and Call Alerts if, in the handheld status section of the screen, NXtl, NXTl, or NXTL and one or more bars appear with the wireless coverage indicator.

There are several ways to reach an individual using Nextel Direct Connect.

- Enter the contact's Nextel Direct Connect Number from the Phone application's **One Time Dial** Option
- Select the contact's Nextel Direct Connect Number from your Address Book
- Select the contact's Nextel Direct Connect Number from the calls listed in the Phone application

Whether you dial the contact's Nextel Direct Connect Number (DCID) directly from the Phone application or use a number stored in your Address Book, you must have the contact's Nextel Direct Connect Number to use Nextel Direct Connect. To learn how to store numbers, see "Using the Address Book Application" in the online *Handheld User Guide*.

Using One Time Dial

1.	On the Home screen, click the **Phone** icon. The Phone screen appears.
2.	Press SPACE or select **One Time Dial** and click the trackwheel. The Phone Number/DCID dialog box appears.
3.	Enter the Nextel Direct Connect Number of the person you are trying to call. Be sure to enter **Area ID*Network ID*Member ID**.
4.	Press and hold the **Push-to-Talk**™ (**PTT**™) button on the top of your handheld. Begin talking after the phone emits a chirping sound.
5.	Release the PTT button to listen.

From the Address Book

1.	On the Home screen, click the **Address Book** icon. The Find screen appears.
2.	Select a contact for whom you have saved a Nextel Direct Connect Number.
3.	Press and hold the **PTT** button to speak. Release the **PTT** button to listen.

From the Phone Application

1.	On the Home screen, click the **Phone** icon. The Phone screen appears and displays the last 20 contacts that you called.
2.	Select a contact for whom you have saved a Nextel Direct Connect Number.
3.	Press and hold the **PTT** button on the top of your handheld. Begin talking after your handheld emits a chirping sound.
4.	Release the **PTT** button to listen.

Using Applications While on a Call

While you are on an Active call, you can still use your handheld's other applications.

1.	On the **Active Call** screen, click the trackwheel to view the menu.
2.	Click **Hide Call** to go to another application or to return to the last application in which you were working.
	NOTE: **Do not press** ESC **when using an application while on a call. Pressing** ESC **while on the Active Call screen ends the call.**

To return to the Phone application again, on the Home screen, click the Phone icon.

> **NOTE:** **While you are on an Active call, you are not able to send or receive email or PIN messages or browse web pages; however, you can receive SMS messages.**

Ending a Call

> From the Active Call screen, press and hold **ESC** to end the call.
>
> Otherwise,
>
> From any other screen, click the trackwheel to view the menu. Click **End Call**.

Receiving Nextel Direct Connect Calls

When you receive a new Direct Connect Call, you are notified (as specified in your notification profile). The Active Call screen appears and displays **Private Call in Use** when the call is from an individual or **Group Call in Use** when the call is part of a Talkgroup.

• Press and hold the **PTT** button to speak to your contact(s). Release the **PTT** button to listen.

> **NOTE:** **If you are composing an email or PIN message or are using another handheld application when you receive a Nextel Direct Connect call, the action is interrupted by the call. When the call is disconnected, you return to the last application that you were using before you received the call.**

Tips for using Nextel Direct Connect

• While connected to a Nextel Direct Connect call, press and hold the **PTT** button when you want to speak to your contact. Release the **PTT** button when you want to listen to your contact.

• In number fields, type numbers without using **ALT**.

• On the Home Screen, press **P** to open the Phone application.

• On the Phone screen, when you are not connected to a call, press **SPACE** to open the Phone Number/DCID dialog box. Enter a Nextel Direct Connect Number (**Area ID * Network ID * Member ID**). Press and hold the **PTT** button to speak to your contact.

- On the Phone screen, type a letter to open the Call screen. All contacts whose names contain that letter are displayed.
- In order to import DCID numbers from Outlook into your handheld's Address Book, you must store the DCID number in Outlook's Radio field.

Call Alerts

A Call Alert is a discreet method to notify recipients that you would like to talk with them using Direct Connect. When you send an alert, the recipient will receive a series of beeps and your name or Nextel Direct Connect Number will appear on the recipient's display. If the recipient is on a phone call or transmitting data, you are notified with a return message indicating the user is unavailable.

Sending a Call Alert

1.	On the Home screen, click the **Phone** icon. The Phone screen appears.
2.	Press SPACE or select **One Time Dial** and click the trackwheel. The Phone Number/DCID dialog box appears.
3.	Enter the Nextel Direct Connect number of the person you are trying to call. Be sure to enter the **Area ID * Network ID * Member ID**.
4.	Select **Alert** and click the trackwheel.
5.	Push the **PTT** button to send the Alert.

Receiving a Call Alert

When you receive a Nextel Direct Connect Call Alert, the Alert From dialog box appears on your handheld's screen, prompting you to respond to or queue the alert.

- If you want to respond to the Call Alert, press the **PTT** button. The Active Call screen appears and displays **Private Call In Use.**
- If you want to queue the Call Alert, click **Queue**. The Call Alert is logged on the Messages screen as an unopened message.

Group Calls

In a Nextel Direct Connect Group Call, you can communicate instantly with a group of people that you have previously set up as a Talkgroup. Group Calls contact all members of the Talkgroup at the same time. Your Nextel Sales Representative or Nextel Customer Care must set up each Talkgroup and provide you with a Talkgroup number before you can use this feature.

Making a Group Call

1.	On the Home screen, click the **Phone** icon. The Phone screen appears.
2.	Press SPACE or select **One Time Dial** and click the trackwheel. The Phone Number/DCID dialog box appears.
3.	Press **#** followed by the number of the Talkgroup. Select **Call** to place a call and click the trackwheel.
4.	Press and hold the **PTT** button to speak to your contacts. Release the **PTT** button to listen to other contacts in the group.

To Silence Nextel Direct Connect Calls and Alerts

Your handheld provides the option to silence incoming Nextel Direct Connect Calls and Alerts. If you receive a Direct Connect Call or Alert while in silent mode, the call is logged as normal in both your Phone and Message applications.

1.	On the Home screen, click the **Phone** icon. The Phone screen appears.
2.	Click the trackwheel to view the menu and then click **Options**.
3.	Click **Direct Connect**. The Direct Connect Options screen appears.
4.	Select the option you would like to silence and press **SPACE** or press **Y** to change the YES.
5.	Click the trackwheel to view the menu and click **Save**. You return to the Phone Options screen.

BlackBerry Web Client

BlackBerry Email Services from Nextel

Once you have signed up for BlackBerry Email Service from Nextel, you have three email integration options for your BlackBerry Wireless Handheld:

1. **Integration with a new handheld email account** - Use this option when you don't have an existing email account or would like a new personal email account.

   Nextel will provide a new, personal web-based email account for your handheld via the BlackBerry Web Client. The web client allows you to activate and set up a new BlackBerry handheld email account so you can send and receive email on your handheld and/or online. Your email address will be <u>user@nextel.blackberry.net</u>.

   > **NOTE:** This step is required before you can integrate a POP3 account with your BlackBerry 6510.

2. **Integration with an existing ISP email account** - Use this integration option if you have an existing ISP email account and would like your ISP email accessible from your BlackBerry 6510.

   Once you have activated a new BlackBerry handheld email account via the BlackBerry Web Client, you can integrate an existing ISP email account with your handheld. The BlackBerry Web Client supports POP3 accounts or accounts that can be set up with Mail Forwarding. You can set up the integration as part of the initial BlackBerry Web Client account set up or you can return to the BlackBerry Web Client at a later time to integrate your ISP email account.

3. **Integration with your corporate email account** - There are two integration options available for Microsoft Exchange or Lotus Domino users, the BlackBerry Enterprise Server or the BlackBerry Desktop Redirector. Ask your system administrator if your company has installed the BlackBerry Enterprise Server.

   If you use a Microsoft Exchange email account and your company has not installed the BlackBerry Enterprise Server, you must use the BlackBerry Desktop Redirector to forward corporate email messages to your

handheld. The BlackBerry Desktop Redirector will forward your email messages to your handheld in real-time, as long as your host computer remains on, connected to the network and running the desktop redirector.

> **NOTE:** **You do not need to run the BlackBerry Desktop Redirector if your handheld is enabled on the BlackBerry Enterprise Server.**

To start the BlackBerry Desktop Redirector: on the Windows task bar, click **Start** and select **Programs>BlackBerry>BlackBerry Desktop Redirector**.

For more information on the BlackBerry Enterprise Server, please contact your Nextel Sales Representative.

> **NOTE:** **BlackBerry Email Service from Nextel must be activated prior to using any of the above BlackBerry Email options. The service plan offering is the same regardless of which integration option you choose (BlackBerry Enterprise Server requires additional software). You can use the BlackBerry Web Client with both the BlackBerry Desktop Redirector and the BlackBerry Enterprise Server. Please contact your Nextel Sales Representative or Nextel Customer Care for more information or visit <u>www.nextel.com/blackberry</u>.**

Create a New Account

To get started with the BlackBerry Web Client, you must sign up for service by activating a new BlackBerry handheld email account. To create a new account:

1.From nextel.com, click the **MyNextel** tab and select **Access Now** under the **BlackBerry Web Client** title.

2.Click **Create New Account** from the Login page. The BlackBerry Handheld Email Account Setup page appears.

3.Type the **PIN** for the handheld for which you want to create an account, then press Enter.

4.Type the **IMEI** (or ESN) for the handheld for which you want to create an account.

> **NOTE:** **Note: Both of these values are printed on the label on the back of the handheld. You can also find the PIN and IMEI (or ESN) numbers using your handheld. From the Home screen choose Options > Status then scroll down to the PIN and ESN fields.**

5.Click **Submit**. The Legal Terms and Conditions page appears.

6.Read the Legal Terms and Conditions.

7.To cancel BlackBerry Web Client set-up, click **I disagree**. The Review the Legal Terms and Conditions page appears.

- To exit the BlackBerry Web Client Set-up, click **No**. The Login page reappears.

- To continue with BlackBerry Web Client Set-up, click **Yes**. The Legal Terms and Conditions page re-appears.

8.To continue with BlackBerry Web Client set-up, click **I agree**. The Personal information page appears.

9.Fill in all of the required fields:

- First name
- Last name
- Gender
- Company
- Company size
- Industry

10.Select or clear the check boxes:

- I would like to receive my free BlackBerry Connection newsletter.
- I am interested in participating in market research and surveys for BlackBerry.

11.Click **Submit**. The User ID information page appears.

12.Fill in all of the required fields:

- User ID
- Friendly name
- Password

> **NOTE:** **Note: Friendly name is the string that appears in the From: field of the emails you send, in place of your email address.**

13.Choose a **Secret Question** from the drop-down list.

- Mother's maiden name
- City of birth
- Pet's name
- Favorite hobby

> **NOTE:** **Note: If you forget your password you can retrieve it by correctly answering this question.**

14.Type the response to the Secret Question.

15. Click **Submit**. The Account Set-up Complete page appears, providing you with your new email address for your handheld.

- Click **Integrate Now** to integrate external email accounts with the BlackBerry handheld email address.
- Click **Enter Web Client** to proceed into the BlackBerry Web Client.

Login to an Existing Account

To Login to an existing BlackBerry Web Client account:

1.From nextel.com, click the **MyNextel** tab and select **Access Now** under the **BlackBerry Web Client** title.

2.Type the **User ID** and **Password** and click **Login.**

Nextel Online®

With Nextel Online® (NOL) services, staying informed and keeping in touch has never been easier. Nextel Online uses the browser on your BlackBerry 6510, to provide real-time wireless Web access to the information and services relevant to your everyday life. Use your BlackBerry 6510 to obtain driving directions, check weather and news updates, shop, or even view and trade on the latest stock quotes from Wall Street. Access the specific information you need to get business done…easily…wirelessly!

To order Nextel Online services,* please call 1-800-NEXTEL6 or contact your Nextel sales representative.

* NOL is available in the continental United States.

Browser Tips

In the Nextel Online application:

- Press **H** to return to the home page
- Press **ESC** to return to the previous Web page

- Press **A** to open the Add Bookmark dialog box
- Press **SPACE** in a web page for the next part of the page to appear on the screen; press **SHIFT** and then **SPACE** for the previous part of the page to appear

Navigating Web Pages

When viewing a web page, you can navigate to different pages by clicking the trackwheel to view the menu then clicking either **Previous** or **Next.** You can also access web pages by clicking embedded links or using your Browser history. With a qualifying Nextel Online service plan, you can also open web pages by entering specific web page addresses and setting bookmarks.

For complete information about using the Browser features such as setting bookmarks, checking your history, and setting Browser configuration options see the online *Handheld User Guide*.

Accessing NOL Web Sites

1. On the Home screen, click the **Nextel Online** icon. The startup screen (or home page) appears.
2. Select the desired link and click the trackwheel to view the menu. Click **Go** or **Get Link**.

Access information from selected Web sites that fit your business and personal needs. Nextel will periodically add Web sites with new information. Therefore, content and content providers may change frequently. As new sites are added, they will automatically appear under the appropriate NOL category links. Visit What's New on your NOL home page often, for details on new and featured sites. Categories currently include the following:

Business Sites: Contains content and services designed to meet the general business and office needs such as package shipping and tracking, and online document management.

News: Details world, international, local (for some areas), and industry-specific headlines and full-text news stories.

Finance: Provides access to delayed and real-time stock quotes, investment and research services, as well as mutual fund and brokerage houses.

Weather/Traffic: Provides access to local weather conditions and forecasts, and latest traffic conditions.

Travel: Provides travel-related information and services such as flight schedules, flight status, and itineraries.

Sports: Get the latest sports scores, news, stats, schedules, and fantasy league updates. Check back often to get information on or participate in special seasonal events and activities.

Marketplace: Shop various online stores with your BlackBerry 6510. Search for product information and reviews. Evaluate, compare and purchase business and personal merchandise such as books, software, electronics, construction tools, and equipment.

Entertainment: Enables wireless access to entertainment activities and leisure information. Services include online wireless ticket purchase, dining reviews, event locations and listings, as well as movie reviews and listings.

Portals: Access centralized content and information services from Microsoft and AOL. Microsoft's MSN Mobile offers wireless access to an existing MSN Hotmail account as well as a broad range of news, weather, sports, entertainment, directory, and finance information from MSNBC, Yellow Pages, ESPN, MoneyCentral, Expedia, MSN Weather, and more. AOL Mobile Service provides access to AOL Mail, news, driving directions, and local event and entertainment information from America Online's local services.

Search: Access location-specific business and personal directories as well as contact information and driving directions. Find city-specific music, arts, sports and family events and purchase admission for those events wirelessly. Some Nextel Online service plans offer access to Google, a wirelessly-enabled (WAP-enabled) search engine. Use Google to search the entire Web or just those sites that are optimized for wireless devices.

Industry Solutions

Increase efficiency, gain a competitive advantage, and solve your unique business needs by purchasing a Nextel Industry Solution. Industry Solutions are targeted business applications specifically designed to maximize productivity and suited to how your operate, for example delivering time-sensitive information both to and from the field. New applications are added to this suite routinely. Visit nextel.com from your PC for the latest information on the rapidly growing community of support for the BlackBerry 6510.

Java® Apps

Customize and enhance your BlackBerry 6510 with robust wireless applications based on the Java 2 Platform, Micro Edition (J2ME™). Download a variety of business tools to streamline your mobile professional needs and increase productivity. You can also select from a variety of entertainment applications and games designed especially for your BlackBerry 6510. New applications are regularly launched by our community of 3rd party developers, ensuring the most current assortment of applications for all of your business and entertainment needs. Visit nextel.com from your PC for the most current information on Java applications and support for the BlackBerry 6510.

Other Important Information

Nextel Terms and Conditions of Service

TERMS AND CONDITIONS OF SERVICE: Before using your BlackBerry 6510 Wireless Handheld or accessories from Nextel (the "Equipment"), you ("Customer") must read and agree to the following terms and conditions of Nextel wireless communications services ("Service"). By using the Equipment or Service, Customer applies and subscribes for Services provided by Nextel (the "Company") and confirms that Customer has read, understands, agrees to and accepts the terms and conditions stated herein (the "Agreement"). In addition, because Service requires software and related services provided by RIM®, the Service is also subject to RIM's terms and conditions. Such terms and conditions may be found on the BlackBerry Software CD/s) or in related documentation accompanying the Equipment.

Should there be any conflict between the terms and conditions below, and the terms and conditions of any current Service/Subscriber Agreement between Customer and Company covering the Equipment accompanying this User's Guide, the terms and conditions of the current Service/Subscriber Agreement will control.

1. USE OF SERVICE – By executing this Agreement, Customer covenants that it shall comply with all applicable laws, including without limitation all Federal Communications Commission rules and regulations. Customer will not use the Service for any unlawful purpose. Customer will not use the Service in aircraft or in motor vehicles where prohibited by law, ordinance or regulation, as applicable. Customer acknowledges and agrees that all future purchases of Company Services and Equipment by Customer shall be governed by the terms and conditions contained herein unless Customer and Company enter into a subsequent Subscriber Agreement. Company may change this Agreement at any time. Any changes are effective when Company provides Customer with written notice stating the effective date of the change(s). If Customer elects to use the Services or make any payment to Company on or after the effective date of the changes, Customer is deemed to have accepted the change(s). If Customer does not accept the changes, Customer may terminate Services as of the effective date by sending written notice to Company at the address shown on Customer's bill. If Services are terminated before the end of the current billing cycle, (i) no credit or refund will be provided for unused airtime; and (ii) any monthly recurring charge will not be prorated to the date of termination.

2. TERM –The Service Term of this Agreement shall be specified on the Subscriber Agreement Form and shall commence as of the date hereof. Thereafter, unless Customer or Company terminates this Agreement as provided for herein, this Agreement shall automatically renew on a month-to-month basis. Notice of termination by Customer shall be made only in writing to Company at the address shown on Customer's bill. Company reserves the right not to renew this Agreement at any time prior to the conclusion of the Service Term or any renewal term. Except for a Customer termination in response to Company changes in accordance with Section 1 above, a $200 cancellation fee per unit will be charged to Customer for cancellation within the Service Term, if a one or two year Service Terms is selected on the Subscriber Agreement. If Company permits Customer to suspend Service to Customer's account(s) for a temporary period, Company may extend the term of this Agreement by the length of the temporary suspension. If Customer changes rate plans during the Service Term of this Agreement, or upgrades Equipment at any time, then Customer may be required to start a new Service Term of up to 24 months as of the date of the change or upgrade and may be subject to a transfer fee.

3. CREDIT APPLICATION – This Agreement shall be contingent upon Company's approval of Customer's credit application. Company may require Customer to update its credit application or information from time to time. Customer warrants and represents that all information furnished on the credit application is current, complete, accurate, and true. If Company subsequently determines that any statements made on the credit application are false, incomplete or inaccurate, Company may declare Customer to be in default under this Agreement and may exercise any remedies it has under this Agreement at law or in equity. Customer understands that Company will rely upon the credit information provided by Customer, including but not limited to Customer's social security number or tax identification number, and other confidential and personal financial and credit information requested by Company and supplied by Customer, in making a decision to provide Services. Customer consents to Company's requests for and verification of Customer's bank references and Company's performance of a credit history check utilizing standard commercial credit reference services in connection with Company's review of the Customer's creditworthiness. Customer acknowledges that Company may provide payment history and other billing/charge information to a credit reporting agency for inclusion in Customer's records maintained by such credit reporting agency. Customer understands that a security deposit or airtime usage limit may be required.

4. EQUIPMENT AND INSTALLATION – If the sale is for cash only, title to the Equipment shall be transferred to Customer upon receipt by Company of a cashier's or certified check or other equally secure form of payment in the amount set forth on the front of this Agreement. Company shall not be liable to Customer for delays in delivery or unavailability of Equipment or any part thereof or for the cancellation of any orders of Equipment by the manufacturer. Customer, at its option, may have the Equipment installed by Company at the rate specified on the front of this Agreement. If Customer purchases the Equipment on credit or an installment basis, installations, repairs, and removal of Equipment must be performed by a party authorized by Company. Company shall not be liable for any damage to Customer's vehicle(s) or Equipment which may result from installation of Equipment by any person who is not employed by Company. Customer shall not modify, disassemble, de-install or alter the Equipment in any manner whatsoever, except in accordance with the User Guide accompanying the Equipment.

5. CUSTOMER RADIO EQUIPMENT – Company is not responsible for the installation, operation, quality of transmission, or, unless separate maintenance arrangements have been made between Company and Customer, maintenance of the Equipment. Any change in Service or Equipment may require additional programming or Equipment or changes to assigned codes or numbers which may require programming fees. Company reserves the right to change or remove assigned codes and/or numbers when such change is reasonably necessary in the conduct of its business. Customer does not have any proprietary interest in such codes or numbers. Although Federal and state laws may make it illegal for third parties to listen in on service, complete privacy cannot be guaranteed. Company shall not be liable to Customer or to any third party for any eavesdropping on or interception of communications from Company's System.

6. NEXTEL WIRELESS WEB SERVICES – Nextel Wireless Web Services, consisting of certain applications such as email, data, information and other wireless internet services (the "Applications") are part of the Services that can be obtained through Company. Certain Applications offered by Company or authorized third parties may be compatible with the Equipment and/or the Service offered by Company. Customer acknowledges and agrees that there is no guarantee or assurance that the Applications are compatible, or will continue to be compatible, with Company's System or any of its Equipment or Service offerings. Such compatibility or approval from Company of compatibility shall not be construed as an endorsement of a particular Application or a commitment on the part of Company that Application(s) will continue to be compatible with the System, Equipment or Service for any period of time. Company reserves the right, in its sole discretion, to disable or discontinue any Application for any reason. Use of Nextel Wireless Web Services requires a wireless internet compatible phone, and is subject to any storage, memory or other Equipment limitation. Only certain internet sites may be accessed, and certain Nextel Wireless Web Services may not be available in all Company Service areas.

7. APPLICATION CUSTOMER CARE AND SUPPORT – Customer acknowledges and agrees that in most cases, the developer of an Application is responsible for providing Customer care and Application support to all Customers using the Application. In the event Customer contacts Company Customer care with a problem concerning the use of an Application, Customer may be referred to the Application developer's Customer care, and Company shall have no obligation to support such Application.

8. CONTENT; COMMUNICATIONS WITH OTHERS; INTELLECTUAL PROPERTY RIGHTS – Company is not a publisher of third party content that Customer may from time to time access through Nextel Online Services; therefore Company is not responsible for the content provided by such third parties, including but not limited to statements, opinions, graphics, photos, music, services and other information ("Content"), and accessed by Customer through Nextel Online Services. Nor is Company responsible for the actions of third parties arising from a Customer's contact with such third parties via Nextel Online Services, whether such contact is facilitated through Customer's own initiative or via an embedded link on the Equipment. Company gives no guarantee or assurance as to the currency, accuracy, completeness or utility of Content obtained through Nextel Online Services. Company, Content providers and others have proprietary interests in certain Content. Customer shall not, nor permit others, to reproduce, broadcast, distribute, sell, publish, commercially exploit or otherwise disseminate such Content in any manner without the prior written consent of Company, Content providers, or others with proprietary interests in such Content, as applicable.

9. DEPOSITS – Customer shall provide Company with a deposit towards the purchase of the Equipment in the amount set forth on the front of this agreement. Company also has the right, exercisable in its sole discretion at any time or from time to time, to require Customer to make a deposit to guarantee payment of sums due hereunder, including Service charges. Unless otherwise required by law, deposits may be mixed with other funds and will not earn interest. Customer hereby grants Company, as applicable, a security interest in such deposits, to secure the payment of all sums due hereunder as well as the performance of all other payment obligations Customer may have to the Company whether now existing or hereafter rising. Upon termination of Service, or upon the first billing cycle after the twelfth month of service, whichever comes first, Company may apply the deposit against any outstanding Service charges of Customer or any other amount owed to the Company. If Customer is terminating the Agreement, any remaining balance will be released to the Customer at the Customer's last known address within approximately 90 days. If the Customer continues with the

Agreement, any credit balance remaining after the deposit is applied will be applied to any amounts that may become owing to the Company in the future except that, at Customer's request, amounts of $50 or more will be released to the Customer at the latest address known to Company within 30 days of the Customer request. In all cases, Customer agrees that any remaining balance will be retained by Company in the event the postal service is unable to deliver the funds to the Customer at the latest address known to Company. Company reserves the right to interrupt Services if Service appears to have excessive charges, payments are delinquent, any unusual calling patterns are observed on Customer's account, or during public safety emergencies. Such interruption may be done to protect Customer or Company as the Company determines in its sole discretion, but in no event shall the Company be liable to the Customer or to any third party by reason of interrupting or failing to cause an interruption of Service.

10. RATES, CHARGES, AND PAYMENT – The price established for Service is set forth in the current Company rate plan(s) selected by Customer. Company shall issue invoices for Service. Monthly Access charges shall be invoiced in advance. Airtime and long distance charges shall be invoiced in arrears. Customer is responsible to pay Company, on a timely basis, for charges for Service as set forth on the front of this Agreement, and any modifications thereto. If Customer elects to pay using a Company-approved credit or debit card, Customer hereby authorizes Company to charge the credit or debit cards specified by Customer from time to time on a recurring basis for all charges incurred on the Company Account Numbers set forth on Customer's invoice. Customer (i) expressly authorizes Company to charge Customer's designated credit or debit card account number(s)for all fees and charges incurred; and (ii) reauthorizes Company to charge such account number each time services are used. Customer shall promptly notify Company of any changes to the credit or debit card or bank account used for payment. Enrollment is for the duration of this Agreement unless cancelled earlier by either party with thirty (30) days advance written notice to the other party. Customer acknowledges that chargeable time for telephone calls and Nextel Direct Connect call transmissions originated by a unit begin when a connection is established with Company facilities. A new Nextel Direct Connect call is initiated by a call participant if that participant responds more than six (6) seconds after the other party finishes its Nextel Direct Connect transmission. Customer accepts responsibility for Airtime charges from incoming telephone calls to its mobile unit from the time that Customer responds to the call. If Customer disputes any Service charges, Customer must pay the entire amount set forth in the invoice by the due date and submit a written explanation within forty five (45) days from the date on the invoice. Direct Connect, Group Connect, and Nationwide Direct Connect charges are calculated by multiplying the minutes of use, number of participants, and applicable rate, to be paid by the initiator. If Company determines that an error was made on Customer's invoice, Company shall credit Customer's account in the amount of the error. If Customer does not pay the amount in dispute, Company may exercise any remedies it may have under this Agreement for non-payment of Service charges. Company reserves the right to modify any and all elements of the Service charges at any time and each such modification shall be effective immediately upon the Company's communication thereof to Customer, unless the Company's communication indicates a later effective date with respect to such modification. Payments which are not received within thirty (30) days from the date of the invoice shall be subject to late payment charges as set forth in this Agreement. If the parties have agreed that payments are to be made in installments, or on credit, as indicated on the front of this Agreement, Customer shall be responsible for paying amounts due as agreed to in this Agreement. If Customer does not make all payments when they are due, such failure shall be a default under this Agreement and Company shall be entitled to exercise any remedies it may have under this Agreement or at law or in equity. If the sale of the Equipment is on a credit or installment basis and the Customer accepts delivery of the Equipment, the Customer may not return the Equipment or receive a refund or any amounts paid and agrees to continue making payments as required under this agreement until the Equipment sale price is paid in full.

11. NONPAYMENT/BREACH – A late payment charge of 1.5% (or the maximum interest rate permitted by law) per month may be applied to Customer's account if monthly invoices are not paid by the due date. The late payment charge is applied to the total unpaid balance due and outstanding. The late payment charge is for costs related to the non-timely payment and shall not be deemed an interest payment. A charge of $25.00 will be made by Company for any check or negotiable instrument tendered by Customer and returned unpaid by a financial institution for any reason. Company may demand payment by money order, cashier's check, or similarly secure form of payment, at Company's discretion at any time or from time to time. If Company obtains the services of a collection or repossession agency or an attorney to assist Company in remedying Customer's breach of this Agreement, including but not limited to the nonpayment for charges hereunder, Customer shall be liable for this expense. Customer understands that in the event of nonpayment of charges or any other breach of the terms and conditions of this Agreement, in addition to any other remedies Company may have, Company may temporarily or permanently terminate Service to Customer. If Service is terminated and not reconnected within thirty (30) days, all outstanding payments to be made in installments are accelerated and immediately due in full. If Company disconnects the Service, Customer shall be liable to satisfy and discharge all outstanding amounts due and pay a reconnect charge of $25.00 per unit, in addition to any advance payment of Service charges that may be requested by the Company at its discretion, before the

Company will reactivate Service. Company reserves the right to modify the terms of Service as a precondition to reactivating Service. If the Equipment is purchased on an installment basis, or credit, the Company may take possession of the Equipment, at any time wherever the same may be without legal process and without being responsible for loss and damage.

12. RISK OF LOSS:INSURANCE – Upon Customer's acceptance of delivery of the Equipment, all risk of loss, damage, theft, or destruction to the Equipment shall be borne by the Customer. No such loss, damage, theft, or destruction of the Equipment, in whole or part, shall impair the obligations of Customer hereunder, including, without limitation, responsibility for the payment of Service Charges due hereunder.

13. PROPERTY DAMAGE INSURANCE – If Customer selects Direct Protect insurance protection, Company will remit the monthly charge for the insurance which appears on Customer's bill to The Signal Telecommunications Insurance Services ("Signal ") on Customer's behalf. Customer acknowledges that insurance protection is offered by the Signal, not Company, and that any requests for information or claims regarding the insurance shall be directed to Signal. Customer acknowledges having received a summary of coverage, including deductible information, which is also available by calling Signal at 1-888-352-9182.

14. TAXES, FEES, SURCHARGES &ASSESSMENTS – Customer must pay all federal, state, and local taxes, fees, surcharges, and other assessments (collectively, "Charges") that are imposed on transactions subject to this Agreement. Customer will be responsible for such charges regardless of whether the Charge is: (a) imposed upon the sale of telecommunications services, other services, equipment, and/or other products; (b) measured by gross receipts from sales made by Company to Customer; (c) imposed upon the Customer or upon the Company;(d) imposed as a per-line or per-unit Charge. Such Charges include, but are not limited to: excise taxes; sales and transaction taxes; gross receipts taxes, utility taxes; universal service assessments; telephone relay service (TRS) assessments; and other regulatory fees and assessments. Customer shall not be responsible for taxes imposed on Company's net income. If Customer claims an exemption from any such Charge, Customer must provide Company with valid and properly-executed documentation of such exemption before such exemption shall become effective. Customer must provide Company with the Customer's Primary Place of Use of Company's Service, as defined by Customer's residential street address or primary business address.

15. COVERAGE AREA – Local Dispatch ((Direct Connect), cellular calling, Nextel Wireless Web Services, and respective coverage areas for these Services are subject to change at any time at the sole discretion of Company.

16. LIMITATION AND CONDITION OF LIABILITY;INDEMNITY – Company does not assume and shall have no liability under the Agreement for (i) failure to deliver the Equipment within a specified time period; (ii) availability and delays in delivery of the Equipment, or (iii) damage caused to the Equipment due directly or indirectly to causes beyond the control of Company, including, but not limited to acts of God, acts of the public enemy, acts of the government, acts or failure to act of the Customer, its agents, employees or subcontractors, fires, floods, epidemics, quarantine restrictions, corrosive substances in the air or other hazardous environmental conditions, strikes, freight embargoes, inability to obtain materials or services, commotion, terrorism, war, unusually severe weather conditions or default of Company's subcontractors whether or not due to any such causes; (iv) the use of Nextel Online Services, including but not limited to the accuracy or utility of any information acquired from the Internet through Nextel Online Services; or Internet Services, Content or Applications whether or not supported by Company; or (v) any action Company takes in its sole discretion to protect Company's network, systems, and the rights or property of Company, its subscribers, or others from "hacking," "spamming," "viruses " or other acts of third parties that Company believes adversely impact its network or systems. WITHOUT LIMITING THE FOREGOING, THE COMPANY'S SOLE LIABILITY FOR SERVICE DISRUPTION, WHETHER CAUSED BY THE NEGLIGENCE OF THE COMPANY OR OTHERWISE, IS LIMITED TO A CREDIT ALLOWANCE NOT EXCEEDING AN AMOUNT EQUAL TO THE PROPORTIONATE CHARGE TO THE CUSTOMER FOR THE PERIOD OF SERVICE DISRUPTION. EXCEPT AS OTHERWISE SET FORTH IN THE PRECEDING SENTENCE, IN NO EVENT IS THE COMPANY LIABLE FOR ACTUAL, CONSEQUENTIAL, INCIDENTAL, SPECIAL OR OTHER INDIRECT DAMAGES CAUSED BY ITS NEGLIGENCE OR OTHERWISE, NOR FOR ECONOMIC LOSS, PERSONAL INJURIES OR PROPERTY DAMAGES SUSTAINED BY THE CUSTOMER OR ANY THIRD PARTIES. Customer agrees to indemnify, defend, and hold Company harmless from any Customer violations of FCC rules and regulations or Customer violation of any statutes, ordinances or laws of any local, state, or federal public authority.

17. COMPLETE AGREEMENT/SEVERABILITY/WAIVER – This Agreement sets forth all of the agreements between the parties concerning the Service and purchase of the Equipment, and there are no oral or written agreements between them other than as set forth in this Agreement. Except for changes made by Company in accordance with Section 1 above, no amendment or addition to this Agreement shall be binding upon Company unless it is in writing and signed by both parties (and, in the case of the Company, by an officer of the Company). Company shall not be bound by the terms and conditions in Customer's purchase order or elsewhere, unless expressly agreed to in writing by an officer of the Company. This Agreement becomes

effective when accepted by the Company. Should any provision of this Agreement be illegal or in contravention of the law, such provision shall be considered null and void but the remainder of this Agreement shall not be affected thereby. The failure of Company, at any time to require the performance by Customer of the provisions of this Agreement shall not affect in any way the right to require such performances at any later time nor shall the waiver by Company of a breach of any provision hereof be taken or held to be a waiver of compliance with or breach of any other provision or a continuing waiver of such provision.

18. ASSIGNMENT/RESALE/GOVERNING LAW – This Agreement may be freely assigned by Company to any successor of it or any other firm or entity capable of performing its obligations hereunder, and upon any such assignment, Company shall be released from all obligations to Customer. Customer may not assign this Agreement, or resell the services which are subject to this Agreement without prior written consent of Company. Subject to the restrictions contained herein, this Agreement shall bind and inure to the benefit of the successors and permitted assigns of the parties hereto. This Agreement shall be governed by the laws of the State or Commonwealth in which this Agreement is executed by the Company.

19. NOTICE REGARDING USE OF SERVICE FOR 911 OR OTHER EMERGENCY CALLS - (a) The Service provided hereunder does not interact with 911 and other emergency services in the same manner as landline telephone service. Depending on Customer's location and the circumstances and conditions of a particular call, the Service provided hereunder may not be able to identify Customer's telephone number and/or location to emergency services, and Customer may not always be connected to the appropriate emergency services provider. Company is deploying wireless Enhanced 911 ("E911 ") service to help public safety authorities locate Customers and other users of the Service who make 911 calls. However, E911 is not available in all areas, and even in those areas where it is implemented, inherent limitations in this advanced wireless technology prevent it from being 100% reliable. Accordingly, Company agrees to provide Customer with E911 service where available, and Customer acknowledges that E911 service is not available in all areas and is not completely reliable. (b) Customer hereby consents to Company's disclosure of Customer information, including but not limited to Customer name, address, telephone number, and location, to governmental and quasi-governmental institutions such as emergency service providers and law enforcement agencies, where Company deems it necessary to respond to an exigent circumstance.

20. NO WARRANTY (SERVICE) – COMPANY MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE TO CUSTOMER IN CONNECTION WITH ITS USE OF THE SERVICE.IN NO EVENT SHALL COMPANY BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR OTHER INDIRECT DAMAGES TO THE FULL EXTENT THE SAME MAY BE DISCLAIMED BY LAW. CUSTOMER ACKNOWLEDGES THAT SERVICE INTERRUPTIONS WILL OCCUR FROM TIME TO TIME, AND AGREES TO HOLD COMPANY HARMLESS FOR ALL SUCH INTERRUPTIONS.

21. NO WARRANTY (EQUIPMENT) – COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS OF ANY KIND, STATUTORY, EXPRESS OR IMPLIED, TO CUSTOMER OR TO ANY OTHER PURCHASER OF THIS EQUIPMENT. WITHOUT LIMITING THE FOREGOING, COMPANY SPECIFICALLY MAKES NO EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CUSTOMER HEREBY WAIVES, AS AGAINST COMPANY, ALL OTHER WARRANTIES, GUARANTEES, CONDITIONS, OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE. IN NO EVENT SHALL COMPANY BE LIABLE FOR CONSEQUENTIAL, SPECIAL, OR INCIDENTAL DAMAGES,WHETHER OR NOT OCCASIONED BY COMPANY NEGLIGENCE AND INCLUDING, WITHOUT LIMITATION, LIABILITY FOR ANY LOSS OR DAMAGE RESULTING FROM THE INTERRUPTION OR FAILURE IN THE OPERATION OF ANY EQUIPMENT SOLD OR OTHERWISE PROVIDED HEREUNDER.THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION CONTAINED HEREIN. CUSTOMER ASSUMES THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE OF THE QUIPMENT. UNLESS OTHERWISE AGREED BY COMPANY, IF THE EQUIPMENT PROVES DEFECTIVE, THE COSTS OF ALL NECESSARY SERVICING AND REPAIR WILL BE BORNE BY CUSTOMER.

22. NEXTEL ONLINE "GOLD " SERVICES – Nextel Online "Gold " Services are those Internet and data Services offered in conjunction with a Service plan using the suffix "Gold "; e.g., Packetsream Gold. Company may charge an activation fee for each IP address for these services. These services may be used only with mobile clients for Internet/intranet access and Internet e-mail via a standard HTML browser (e.g. Netscape ® Navigator or Communicator, Microsoft ® Internet Explorer, etc.). It may also be used with software for proxy applications, for dispatch applications, for POP3 email access, and for other use specifically approved by Nextel. These Internet and data Services may not be substituted for a private line or frame relay connection, or be used for streaming data feeds. Company reserves the right to deny service, without notice, to any Customer whose usage adversely impacts Company's network, systems or other subscribers' use of Services.

23. NETWORK SECURITY, INTEGRITY, AND OPTIMIZATION - Company may take any and all action it deems necessary or reasonable to (i) protect its network and systems, or the rights of Company, Company's subscribers or others; (ii) optimize or improve its network or systems; or (iii) improve its products and services. Such action may include, without limitation, employing methods, technologies, or procedures to filter or block messages sent through Company's network or systems. Accordingly, Company may, in its sole and absolute discretion, at any time, filter "spam ", without regard to any Customer preference solicited by Company or exercised by Customer. Company shall not be liable to Customer or to any third party for blocking messages sent through Company's network or systems.

24. CUSTOMER INFORMATION – Company may in its sole discretion access, use, and disclose to third parties, any information (whether personally identifying information, or "Customer proprietary network information," within the meaning of 47 U.S.C.§ 222 and its implementing regulations) it collects, possesses or develops about Customer (i) to provide any product or service that Customer purchases, or accesses through or uses on the Equipment; (ii) to conduct marketing activities in accordance with applicable law, and Company's privacy policy, as described below;(iii) to provision a number portability request, either through Company or a new service provider;(iv) to comply with the law; or (v) to respond to emergencies. Customer acknowledges that (i) Company posts a privacy policy on its website that explains its policies with respect to the collection, access, use, and disclosure of personal Customer information; (ii) Company may revise such policy at any time; and (iii) the most recent version of such policy shall at any time serve as the effective privacy policy, regardless of the date on which Customer entered into this Agreement.

25. COMMERCIAL LOCATION BASED SERVICES - If Customer purchases any commercial location based service for use through Company's network or Equipment, Customer shall clearly, conspicuously, and regularly notify all its users that location information (i.e., the geographic coordinates of the Equipment) may be accessed, used, or disclosed to provide the location based service and that, as a result, Customer or someone other than the user of the Equipment may be able to identify the geographic coordinates of the Equipment. CUSTOMER AGREES TO INDEMNIFY AND HOLD COMPANY HARMLESS AGAINST ANY AND ALL CLAIMS, DEMANDS, ACTIONS, OR CAUSES OF ACTION (INCLUDING ALL ACTIONS BY THIRD PARTIES) ARISING OUT OF A BREACH OF THE OBLIGATIONS ENUMERATED IN THIS SECTION 25 OF THE AGREEMENT.

Patent and Trademark Information

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MAT-05358-002
ASY-05721-002