

Getting Started

What is Sprint Mobile Sync?

Sprint Mobile Sync is an online address book management tool offered for free to all Sprint customers with a capable phone.

Is there a fee for Sprint Mobile Sync?

No, Sprint Mobile Sync is free to all Sprint customers with a capable phone.

Is my address book saved on my phone and online with Sprint Mobile Sync?

Yes, when you activate Sprint Mobile Sync, it automatically backs up your address book from your phone and allows you to make changes and manage it using an online tool accessible on 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.

What happens to my Sprint Mobile Sync address book if my phone is lost or stolen?

If your phone is lost or stolen, your address book is safely saved on the Sprint network. Your address book will automatically load on your new, replacement phone as soon as it is activated. You can also erase your address book from a lost or stolen phone by using the online Sprint Mobile Sync tool to "wipe phone". This will remove the contacts from the lost or stolen phone, but leave them on the Sprint network so you can access them later and sync to your new phone.

Can I automatically move my Sprint Mobile Sync address book from one phone to another?

Yes, when you first activate your new Sprint Mobile Sync-capable phone, you will have the option to activate Sprint Mobile Sync. Select **Yes** to activate it and have your address book securely and automatically loaded on your new phone. If you want to activate it later, do not select "No," but simply exit the prompt and your contacts will be saved.

Warning: If you select **No**, the service will be deactivated and all of your contacts will be deleted.

Can I erase my Sprint Mobile Sync address book from a lost or stolen phone?

Yes, you can erase it by using the online Sprint Mobile Sync tool to "wipe phone." This will remove the contacts from the lost or stolen phone by marking them as "off phone", but leave them on the Sprint network so you can access them later and sync to your new phone

Activating Sprint Mobile Sync

Do I activate Sprint Mobile Sync from my phone or online?

When you first activate your new Sprint Mobile Sync-capable phone, you will have the option to activate Sprint Mobile Sync. Select **Yes** to activate it and have your address book securely and automatically loaded on your new phone. If you want to activate it later, do not select “No,” but simply exit the prompt and your contacts will be saved.

Warning: If you select **No**, the service will be deactivated and any contacts on the Sprint server will be deleted. The contacts on your phone will not be affected.

What happens when I activate Sprint Mobile Sync from my phone?

When you activate Sprint Mobile Sync from your phone, your address book will be securely and automatically backed up with no further action on your part. After you activate Sprint Mobile Sync, every change you make to the address book on your phone will be saved on a secure Sprint server, even if you have not registered on sprint.com.

How do I activate Sprint Mobile Sync from my phone?

To activate Sprint Mobile Sync from your phone:

1. Press **Menu**
2. Select **Settings**
3. Select **Contacts** (*Some phone models have Mobile Sync directly under Settings*)
4. Select **Mobile Sync**
5. Select **Activate**
6. Click **Yes** to confirm

When I add, edit or delete contact information in the address book on my phone, are the changes saved online through Sprint Mobile Sync?

Yes, after you activate your phone, every change you make to contacts on your phone will be saved on a secure Sprint server, even if you have not registered on sprint.com.

Can I access my address book online through Sprint Mobile Sync?

Yes, you can access your address book on sprint.com to add, edit and delete contacts. Changes made via sprint.com will be automatically updated on your phone.

Do I need to register on sprint.com to use Sprint Mobile Sync?

Yes, to take full advantage of all Sprint Mobile Sync features you need to register. However, after you activate Sprint Mobile Sync from your phone, every change you make to your address book will be saved on a secure Sprint server, even if you have not registered on sprint.com.

How do I register for a sprint.com account to use Sprint Mobile Sync online?

It's easy. On the main page of sprint.com, click **Need to Register for Access?**, and follow the steps provided to create your username and password.

Using Sprint Mobile Sync Online

How do I access Sprint Mobile Sync online after I've registered for access?

To access Sprint Mobile Sync online after you've registered for access:

1. Log into [My Sprint](#) using your sprint.com username and password.
2. Click **My Online Tools** on the top of the page.
3. Under Communication Tools, click **Open Sprint Mobile Sync**.

Managing contacts

Will the contacts on my phone also appear in my online Sprint Mobile Sync address book?

Yes, when you login to your [sprint.com](#) account and open Sprint Mobile Sync, all the contacts on your phone will appear in the My Contacts view.

How many contacts can I store in my online Sprint Mobile Sync address book?

While your phone has a limitation of 600 contacts, you can store up to 5,000 contacts in your online Sprint Mobile Sync address book.

How many contacts from my Sprint Mobile Sync address book will appear at one time?

You may tailor your view to show 25, 50, 100 or 600 contacts at a time. Select your preference from the **Page Size** drop-down menu and click **Save** to make it your default page view for future access.


What are "Off Phone" contacts in Sprint Mobile Sync?

"Off Phone" contacts are stored and accessible online through Sprint Mobile Sync, but they are not synchronized to your phone. This is beneficial if you want to keep all of your contacts in one place but prefer to have only contacts you frequently call on your phone.

How do I search for contact names and numbers in My Contacts through Sprint Mobile Sync?

Simply use the Search Box located at the top left of the My Contacts screen.

What does the right arrow icon indicate on the My Contacts screen in Sprint Mobile Sync online?

The right arrow icon () indicates which contacts are Direct Connect® capable. This includes Direct Connect on Sprint and Direct Connect on Nextel numbers.


What does the green phone icon indicate on the My Contacts screen in Sprint Mobile Sync online?

The green phone icon () indicates numbers currently on your phone.

What does the grey phone icon indicate on the My Contacts screen in Sprint Mobile Sync online?



The grey phone icon () indicates numbers that you have set to "off phone."

What does the pencil icon indicate on the My Contacts screen in Sprint Mobile Sync online?

The pencil icon () indicates contacts you changed or added in your current online session and that are pending synchronization to your phone.

What does Mobile + DC and DC Only mean?

There are two types of Direct Connect-capable numbers:

- **Mobile + DC** () – used for both voice and Direct Connect calling.
- **DC Only** () – used for Direct Connect calling only and not voice or messaging. An asterisk (*) displays in the number, for example, 164*55555*1.

Why do I have read-only contacts in my address book?

If you are part of a corporate account, your account administrator can send read-only business contacts to your address book. These contacts can only be edited by the account administrator; they cannot be changed from your phone or the online Sprint Mobile Sync site.

Adding contacts


How do I add contacts to my Sprint Mobile Sync address book?

To add contacts to your Sprint Mobile Sync address book:

1. On the main screen of the **My Contacts** view, click **Add Contact**. A new screen will open with text boxes for entering contact information.
2. Enter any desired information for the new contact.
3. Click **Save** to save the new contact and return to the My Contacts screen.

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 click **Sync Now!** at the bottom of the screen.

How will I know changes are ready to automatically sync between my phone and my online Sprint Mobile Sync address book?

When you add, edit or delete contact information, you will see a pencil icon () beside the contact when you return to My Contacts. The changes will be made to your phone on the next synchronization, which will be performed within 30 minutes after you exit Sprint Mobile Sync, or you can choose to click **Sync Now!** at the bottom of the screen to immediately synchronize your phone and online address books.

How often do my phone and online address books synchronize through Sprint Mobile Sync?

Changes made on your phone are automatically synchronized a few minutes after you make the change. When you make changes to your online address book, synchronization to your phone is performed within 30 minutes after you exit the application. You can also click **Sync Now!** at the bottom of the screen to immediately synchronize your phone and online Sprint Mobile Sync address books.

If I add contacts to my online address book through Sprint Mobile Sync, are they automatically added to the address book on my phone?

Yes, after you activate your phone, every change you make to your online address book through the secure Sprint network will be updated on your phone. Changes will be synchronized on the next sync action to your phone. If you want to sync immediately, click **Sync Now!** on the My Contacts page.

If I add contacts to the address book on my phone, are they also added to my online address book through Sprint Mobile Sync?

Yes, after you activate your phone, every change you make to the address book on your phone will be updated in your online address book on the secure Sprint network.

Can I access my online address book and make changes on my phone at the same time?

Yes, although you may need to exit from the online address book and log in again to see the changes take affect.

Editing contacts

How do I edit my address book contacts through Sprint Mobile Sync?

To edit your address book contacts through Sprint Mobile Sync:

1. Click the name of the contact you wish to edit. The Edit Contact page will display containing the contact's information.

Note: 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.

2. Edit any information you want to change.
3. Click **Save**. The contact will be saved and you will return to your My Contacts page.

If I edit a contact in my online Sprint Mobile Sync address book, will it also change on my phone?

Yes, after you activate your phone, every change you make to contacts on the secure Sprint network will be updated on your phone. Changes will be synchronized on the next sync action to your phone. If you want to sync immediately, click **Sync Now!** on the My Contacts page.

If I edit a contact on my phone, will it also change in my online Sprint Mobile Sync address book?

Yes, after you activate your phone, every change you make to contacts on your phone will be updated on the secure Sprint network.

Deleting contacts

How do I delete contacts from my Sprint Mobile Sync address book?

There are two ways to delete contacts from your Sprint Mobile Sync address book. You can delete directly from My Contacts or from the Edit Contact view.

When you delete contacts directly from My Contacts, you can delete multiple contacts at the same time.

To delete directly from My Contacts:

1. From **My Contacts**, check each entry you want to delete. If you want to delete all your contacts, select the check box on the gray column header bar. You can make multiple selections on multiple pages.
2. Click **Delete** 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 the next sync action to your phone. If you want to sync immediately, click **Sync Now!** on the My Contacts page.

When you delete contacts from the Edit Contact view, you can delete one contact at a time.

To delete from the Edit Contact view:

1. Click the name of the contact you want to delete.
2. Click **Delete Contact** on the bottom of the screen.
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 the next sync action to your phone. If you want to sync immediately, click **Sync Now!** on the My Contacts page.

If I delete a contact online from my Sprint Mobile Sync address book, will it also be deleted from my phone?

Yes, after you activate your phone, every change you make to contacts on the secure Sprint network will be updated on your phone.

If I delete a contact from my phone, will it also be deleted from my online Sprint Mobile Sync address book?

Yes, after you activate your phone, every change you make to contacts on the secure Sprint network will be updated on your phone.

Managing groups

What groups can I create, edit and delete through Sprint Mobile Sync?

In addition to managing your contacts, Sprint Mobile Sync allows you to create, edit and delete two types of groups:

- Group Connect® groups are personal groups you can create either on your phone or online with Sprint Mobile Sync. These groups allow you to quickly communicate with up to 20 other users at the same time. You can create and use a group to make group Direct Connect® calls or use as a distribution list to send text and VoiceSMS messages. At this time, use of

the group for Direct Connect calls will only include other Direct Connect on Sprint capable phones.

- TeamDCSM groups are shared Direct Connect groups that allow you to communicate or coordinate activities with up to 34 Nextel Direct Connect users 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 phone with the TeamDC feature.

Group Connect Groups

What is a Group Connect group in Sprint Mobile Sync?

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 users at the same time. You can create and use a group to make group Direct Connect calls or use as a distribution list to send text and VoiceSMS messages. At this time, use of the group for Direct Connect calls will only include other Direct Connect on Sprint capable phones.

Note that not all Sprint Mobile Sync-capable phones support the **Group Connect** feature.

How do I create Group Connect groups in Sprint Mobile Sync?

Sprint Mobile Sync Group Connect groups can be created dynamically on the phone and viewed and managed online. Or, you can create Group Connect groups online and have them synchronized to your phone.

How do I create Group Connect groups on my phone?

To create Group Connect groups on your phone:

1. Press **MENU/OK**.
2. Select **Contacts**.
3. Select **Add New**.
4. Select **New Group**.
5. Select **Start**.
6. Press **OK** to select the check box next to each contact you wish to add to your group.

Note: If you have a contact with more than one phone number, you need to press the right and left keys next to **MENU/OK** to view and select the appropriate numbers.

7. After selecting all your contacts, press **Continue**.
8. Enter a name for the group.
9. Select **OK**.
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 can be added to the same group if you wish to use that group for both types of communication.

How do I ensure that all members of Group Connect groups are included in Direct Connect group calls?

To use a Group Connect group for Direct Connect group calls, you need to make sure you add each member's Direct Connect number to the group. Some members may have separate Direct Connect numbers from their mobile number. Also, ensure that all members are Direct Connect on Sprint users as Direct Connect on Nextel users cannot be included in Group Connect groups at this time.

Can I use Group Connect groups to place group Direct Connect calls?

Yes, you can use Group Connect groups to place group Direct Connect calls if there are 20 members or less in the group. If you add more than 20 members, the Direct Connect function will be disabled.

Why can't I use my Group Connect group to place group Direct Connect calls?



If you add more than 20 members to a Group Connect group, the Direct Connect function will be disabled. Make sure the Group Connect group includes 20 members or less if you plan to place Direct Connect calls to the group.

Why don't all Group Connect group members receive the text messages I send?

To use Group Connect groups for text messaging, each member's mobile number must be added to the group. If any members have separate Direct Connect numbers for their mobile number, the mobile numbers must be added before the member will receive text messages sent to the group.


How do I create Group Connect groups online through Sprint Mobile Sync?

To create Group Connect groups online through Sprint Mobile Sync:

1. From the **My Contacts** or **Groups** view, click **Add Group**.
2. Select the **Group Connect** radio button. If your phone does not support TeamDC groups, then you will be taken directly to the Add Group Connect screen.
3. On the New Group Connect Group screen, enter a **Group Name** at the top of the screen.
4. 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.

To enter a new contact manually, add a **Name** and **Number** in the corresponding text boxes and click **Add**.

Note: Contacts that you manually add to new Group Connect Groups are also added to your My Contacts address book.

5. When all desired contacts are in the list, click **Save**.
6. You will see your new Group Connect group in the Groups view. The pencil () icon indicates the group will be saved to your phone on the next sync action. If you want to sync immediately, click **Sync Now!** on the My Contacts page.

How many Group Connect® groups can I store in the address book on my phone?

You can store up to 25 Group Connect groups on your phone. You can create and store more than 25 through the online Sprint Mobile Sync tools if they are marked as “off phone.”

Can I add “off phone” phone numbers to Group Connect® groups through Sprint Mobile Sync?

Yes, phone numbers marked as “off phone” can be added, but they will not synchronize to the phone and will not be included in group communication.

Deleting Group Connect Groups

How do I delete Group Connect groups through Sprint Mobile Sync?

To delete Group Connect groups through Sprint Mobile Sync:

1. On the **Groups** page, select the check box next to the group.
2. Click **Delete**.
3. Select the group to open the Edit view.
4. Click **Delete Group**.

TeamDC groups

What is a TeamDC group in Sprint Mobile Sync?

TeamDC groups are shared Direct Connect groups that allow you to communicate or coordinate activities with up to 34 Nextel Direct Connect users at the same time. Each group member receives an invitation to join the group on their phone. All TeamDC participants must also have a Nextel Direct Connect capable-Sprint phone with the TeamDC feature.

Can I create TeamDC groups on my phone or online?



You can only create TeamDC groups online in Sprint Mobile Sync.

How do I create a TeamDC group in Sprint Mobile Sync?

To create a TeamDC group online:

1. From the **My Contacts** or **Groups** view, click **Add Group**.
2. Select the **TeamDC Group** radio button, and click **Next**. The **Add TeamDC Group** screen appears.
3. At the top of the screen, enter a **Group Name**.

A list of TeamDC-capable contacts from your address book will appear in a selection list on the right. These contacts are capable of participating in TeamDC calls. Since you can only add other Nextel Direct Connect on Sprint phones to TeamDC groups, you will not see any Nextel Direct Connect on Nextel numbers in the selection list.

4. To select multiple contacts at once, click the  icon to select those you want to add to the group. The list on the left displays contacts selected for the group. You are automatically added to the list because you must be a member of any TeamDC group you create. To remove contacts, click the  icon.

To add contacts manually to the group, enter a **Name** and **Number** and click **Add**. A validation check will be performed on the number to ensure 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

5. When you have included all your desired contacts in the list, click **Save**.
6. You are returned to the Groups view and will receive a successfully saved notification at the top of the screen.

Why do I receive an invalid number error message when manually adding users to a TeamDC Group?

You will receive an invalid number error message when adding users to a TeamDC Group if the user does not have a Nextel Direct Connect on Sprint phone.

When I manually add contacts to TeamDC groups, are they also automatically added to my address book?

No, they are not automatically added.

When contacts are added to TeamDC groups, do they receive a notification?

Yes, each group member receives a notification on their phone inviting them to be a member of the group. Group owners also receive a notification when they create a TeamDC group.

Can any member of a TeamDC group use the group to initiate calls?

Yes, because TeamDC groups are shared groups, any member can use the group to initiate calls.

Do I receive confirmation when I create TeamDC groups?

Yes, you receive the "You have been added to a TeamDC Group" confirmation message.

When you receive the notification:

1. Select **Details**. A message appears that says your group has been created with you as the owner.
2. Select **OK**. A prompt appears asking if you would like to save the group to your contact list.
3. Select **Yes** or **No**. If you select **Yes**, the group will be saved 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.
4. Click **Done**.

How do contacts confirm their membership in TeamDC groups?

Each contact added to TeamDC groups will receive a notification to their phone that says "You have been added to a TeamDC Group."

To confirm membership they will need to:

1. Select **Details**.
2. Each member will see a message on the phone indicating who created the group and the name of the group, for example: "OWNER" has added you to the "NAME" TeamDC group.
3. Select either **OK** to accept membership into the group, or **Decline** 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 phone indicating that the member is no longer part of your group.
4. 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 phone. If they choose YES it will appear in the contact list.

5. Click **Done** to complete the action.

How many TeamDC groups can I save in the address book on my phone?

You can save up to 40 TeamDC groups. However, you can be in more groups as long as you do not save them to your contact list. Your online Sprint Mobile Sync address book will show your full list of TeamDC groups. You can also query for your full membership list from your phone by selecting **Options** from the Contacts screen.

Setting TeamDC Talker Priority

What is talker priority on TeamDC groups?

Talker priority is a feature exclusive to TeamDC. It is the ability for TeamDC group owners 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.

How do I set talker priority for TeamDC groups?

To set talker priority:

1. From **Groups**, click the **TeamDC Group** for which you would like to set talker priority.
2. Click **Set Talker Priority**.
3. Select a priority from the drop-down menu for each member of the group (your choices are High, Medium and Low)
4. Click **Save**. Your talker priority settings will be set within a few minutes.

Saving a Contact from a TeamDC Group

Can TeamDC group members save contact information for other group members to their personal address book through Sprint Mobile Sync?

Yes, they can through the Sprint Mobile Sync online tools.

How do TeamDC group members save contact information for other group members to their personal address book through Sprint Mobile Sync?

To save contact information:

1. Log into [Sprint Mobile Sync](#).
2. From **Groups**, select the **TeamDC group** that has members you would like to save.
3. Click **Save** beside each contact you'd like to save to your personal address book.
4. A prompt displaying the member's number will appear asking if you want to save the number as a new or existing contact.
5. Select **New** if the contact is not currently in your address book, and then click **Ok**. A confirmation box will confirm the contact has been saved.

Select **Existing** if the contact is in your address book without that particular number. A selection box will appear with all your contacts. Select the radio button next to the contact

you wish to add the number to. A confirmation box will confirm that the number has been saved.

Removing Yourself from a TeamDC Group

Can members remove themselves from TeamDC groups?

Yes, members can remove themselves from their phone or online.

Can group owners remove themselves from TeamDC groups?

No, group owners cannot remove themselves because they must be a member to maintain the group.

How do members remove themselves from TeamDC groups?


As a TeamDC group member you can remove yourself from your phone or online.

To remove yourself from your phone:

1. Click **MENU/OK** on the phone.
2. Select **Contacts**.
3. Scroll down to the group you wish to remove yourself from and click **MENU/OK**.
4. Select **Options**.
5. Select **Remove Me**.
6. Select **Remove** on the confirmation screen.

Note: A notification will be sent to the group owner's phone to inform them that you are no longer part of the group.

To remove yourself online:

- From **Groups**, click on the group you wish to remove yourself from.
- Click the  icon next to your name in the membership list.
- Click **Ok** in the confirmation box.

Note: 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

Can I delete TeamDC groups if I'm the owner?

Yes, by doing the following:

1. From the **Groups** view, click on the group you wish to delete.
2. Click **Delete Group**.
3. Click **Yes** on the confirmation screen.

Note: All group members receive a notification on their phone that they have been removed from the group.

Copying Groups

Can I copy Group Connect or TeamDC groups in Sprint Mobile Sync?

Yes, you can through the online Sprint Mobile Sync tools. This is particularly useful if you are a member of a TeamDC group and want to be the owner of a group with the same contacts. For example, if the original owner is assuming a new role and will no longer manage the group, you can copy the contact list and create a new group as owner with the same contacts.

How do I copy Group Connect or TeamDC groups in Sprint Mobile Sync?

To copy Group Connect or TeamDC groups:

1. From **Groups**, click on the group you wish to copy.
2. Click **Copy Group**.
3. Enter a name for the group.
4. Click **Next**. The Add TeamDC Group screen appears where you can add or delete members.
5. To save the new group, click **Save**.

Importing Contacts

Can I import contact information into my address book through Sprint Mobile Sync?

Yes, you can do it as a quick and easy way to start or enhance your contact list. At this time, you can only import contacts in Microsoft® Office Outlook® format. However, many email applications allow you to export in Outlook format.

What formats can I use to import contact information into my address book through Sprint Mobile Sync?

At this time, you can only import contacts in Outlook format. However, many email applications allow you to export in Outlook format.

How do I import contact information into my address book through Sprint Mobile Sync?

To import contact information into your address book through Sprint Mobile Sync:

1. On the **My Contacts** page, click **Import** located in the upper right corner.
2. Export your contacts from Outlook and choose the option to export those contacts as a Comma Separated Value (CSV) file. Save that file to your computer.

Note: To reduce chances of failure, verify that your import file has the correct field labels before you import. The supported field labels are listed on the Import screen.

3. On the Import screen, click **Browse** to navigate and select the stored file.
4. Click **Import Contacts**.
5. You will receive a message indicating the import action is taking place. To avoid causing errors on the report, do not close the window or click the browser's Back button while this action is in progress.
6. You will receive a confirmation message indicating the import is complete and the number of contacts successfully imported.

Exporting Contacts

Can I export my contacts from Sprint Mobile Sync?

Yes, Sprint Mobile Sync allows you to export your contacts in Comma Separated Value (CSV) format.

To export your Shared Contacts:

1. On the **Sprint Mobile Sync** screen, click **Export** located in the upper right corner.
2. Select the location on your computer where you would like to save the file.
3. Click **Save**. The file will be saved to your computer and you can import the file into other email and Personal Information Management (PIM) services.
4. The CSV file is in Outlook format, which can be imported into most major email and PIM services.

Using Sprint Mobile Sync on your phone

Sprint Mobile Sync Settings

How do I know when the address book on my phone synchronizes with my online Sprint Mobile Sync address book?

You receive an alert on your phone every time your phone synchronizes with your online Sprint Mobile Sync address book. The alerts occur after every change to your address book on your phone and after changes are made on your online Sprint Mobile Sync address book.

Can I disable the automatic alert when my address book synchronizes through Sprint Mobile Sync?

Yes, to disable the automatic alert:

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

Note: You can re-enable the automatic alerts by following the steps above and selecting **Alert Me**.

Can I re-enable the automatic alert when my address book synchronizes through Sprint Mobile Sync?

To re-enable the automatic alert:

1. Press **MENU/OK** on the phone. *[For some phone models it is the **Main** soft key]*
2. Select **Settings**.
3. Select **More**.
4. Select **Contacts**. *[Some phone models have Mobile Sync directly under **Settings**]*
5. Select **Mobile Sync**.
6. Select **Alert**.
7. Click down to highlight **Alert Me**. *[Some phone models have an On/Off toggle next to Alerts]*
8. Click **OK**.

Note: You can disable the automatic alerts by following the steps above and selecting **No Alerts**.

Deactivating Sprint Mobile Sync

Can I deactivate Sprint Mobile Sync?

You can deactivate Sprint Mobile Sync at any time. This will stop the synchronization of changes you make on your phone. Also, when you deactivate Sprint Mobile Sync, all of your “off phone” contacts will be deleted. You will still be able to access the Web account for Sprint Mobile Sync to create and manage TeamDC groups.

Do I deactivate Sprint Mobile Sync from my phone or online?

You can deactivate Sprint Mobile Sync from your phone or online.

How do I deactivate Sprint Mobile Sync from my phone?

To deactivate Sprint Mobile Sync from your phone:

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

NOTE: You can reactivate Sprint Mobile Sync at any time by following the same steps and clicking **Activate**.

How do I deactivate Sprint Mobile Sync online?

To deactivate Sprint Mobile Sync online:

1. Log into sprint.com using your username and password.
2. From the **My Online Tools** section, click **Sprint Mobile Sync**.
3. From the **My Contacts** view, click **Disable Sprint Mobile Sync** located in the upper right corner.

NOTE: You can reactivate Sprint Mobile Sync at any time by following the same steps and clicking **Enable Sprint Mobile Sync**.

Can I reactivate Sprint Mobile Sync?

You can reactivate Sprint Mobile Sync at any time from your phone or online. This will resume the synchronization of changes you make on your phone.

Do I reactivate Sprint Mobile Sync from my phone or online?

You can reactivate Sprint Mobile Sync from either one.

How do I reactivate Sprint Mobile Sync?

You can reactivate Sprint Mobile Sync at any time from your phone or online.

To reactivate Sprint Mobile Sync from your phone:

1. Press **MENU/OK**. *[For some phone models it is the **Main** soft key]*
2. Select **Settings**.
3. Select **Contacts**. *[Some phone models have Mobile Sync directly under Settings]*
4. Select **Mobile Sync**.
5. Select **Activate**.
6. Click **Yes** to confirm.

NOTE: You can deactivate Sprint Mobile Sync at any time by following the same steps and clicking **Deactivate**.

To reactivate Sprint Mobile Sync online:

1. Log into sprint.com using your username and password.
2. From the **My Online Tools** section, click **Sprint Mobile Sync**.
3. From the **My Contacts** view, click **Enable Sprint Mobile Sync** located in the upper right corner.

NOTE: You can deactivate Sprint Mobile Sync at any time by following the same steps and clicking **Disable Sprint Mobile Sync**.

Desktop Sync

What is Desktop Sync?

Desktop Sync is an application you download to your computer and use to synchronize your Sprint Mobile Sync contacts with your main Contacts folder in Outlook or Outlook® Express®

How do I get Desktop Sync?

Desktop Sync is an application you download to your computer directly from the Sprint Mobile Sync Web site.

To download Desktop Sync from the Sprint Mobile Sync Web site:

1. Click **Download Desktop Sync** located in the upper right corner.
2. Select the designated location on your computer where you want to save Desktop Sync.
3. Click **Save**. Desktop Sync will be saved to your computer in the designated location.
4. Double-click the Desktop Sync file, and follow the installation instructions.

What username and password do I use with Desktop Sync?

You'll use the same username and password you use to access your MySprint account on sprint.com.

What computer application do I use with Desktop Sync?

Outlook is the default setting for Desktop Sync. Depending on your preference, Desktop Sync can also partner with Outlook Express.

How do I select the computer application to use with Desktop Sync?

To select a computer application:

1. Open **Desktop Sync**.
2. Select **Settings**.
3. Enter your **My Sprint username and password**, and click **Next**.
4. Outlook is the default setting for Desktop Sync. To use Outlook Express, select it as your preferred computer application.
5. Click **Next**.
6. Click **Save** to confirm your selection.

Which folder will Desktop Sync synchronize to if I have multiple Outlook Contacts folders?

Desktop Sync will always synchronize with your main Contacts folder in Outlook.

What are my Desktop Sync transfer options?

The Desktop Sync application allows you to choose one of three different transfer options in Settings:

- **Add PC contacts to Sprint Mobile Sync.** This is the default setting for Desktop Sync. It will copy contacts from your computer contacts folder to Sprint Mobile Sync. Changes to contacts made in your computer application will overwrite changes to the same contact in Sprint Mobile Sync if the last updated timestamp is more recent in your computer application.
- **Add Sprint Mobile Sync contacts data to PC.** This will copy contacts from Sprint Mobile Sync to your computer contacts folder. Changes to contacts made in Sprint Mobile Sync will overwrite changes to the same contact in your computer application if the last updated timestamp is more recent in Mobile Sync.
- **Synchronize changes both ways.** This will sync changes between the two applications.
Note: If you delete a contact in one application, it will be deleted in the other application as well.

What are my synchronization options with Desktop Sync?

You can synchronize or transfer data manually or on a scheduled basis.

How do I select my synchronization option with Desktop Sync?

To select your synchronization option:

1. Open **Desktop Sync**.
2. Select **Settings**.
3. Select a preference:
 - Once each day at a designated time that you select
 - Once every 4 to 10 hours, depending on the time interval you select
 - Each time your computer is started
 - Manually

Note: Your computer must be on and connected to the Internet to sync. If your computer is off during a scheduled sync, it will be initiated automatically the next time your computer is started and connected to the Internet.

Why don't my contacts synchronize with Desktop Sync?

If they don't synchronize, check the following:

- Ensure that you have appropriately selected your desired transfer method (one-way transfer or a bi-directional sync) in Desktop Sync Settings.
- Confirm that your computer is connected to the Internet; synchronization cannot occur without Internet access.

How do I initiate an immediate manual sync with Desktop Sync?

On the Desktop Sync main screen, press **Synchronize** to initiate an immediate sync between Sprint Mobile Sync and Outlook or Outlook Express.

Will all my contact data in Sprint Mobile Sync synchronize to my computer application?

Some information in Sprint Mobile Sync may not transfer if it is not useful or recognized by the computer application. For example, groups and read-only contacts will not transfer or synchronize. Also, phone number labels may be different on the computer application because it may only support one of each phone number type and some phone number classifications are unique to Sprint Mobile Sync, including those related to Direct Connect.

Do I need to reinstall Desktop Sync when I upgrade to newer versions of Outlook?

No, Desktop Sync seamlessly accommodates the change to newer application versions.

How do my phone and Sprint Mobile Sync fields map to Outlook on Desktop Sync actions?

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.

PHONE FIELD	SPRINT MOBILE SYNC	OUTLOOK	OUTLOOK EXPRESS
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	Home	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)	Work	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)	Home	Home Street Address (free form 3 lines), City,	Home Street Address (free form 3 lines), City,

		State/Province, Zip/Postal Code, Country/Region.	State/Province, Zip/Postal Code, Country/Region
Memo	Memo	Note	Notes