

**Nextel**

**Nextel Online® User's Guide**

08/28/02



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# Introduction

## Welcome to Nextel®

With Nextel Online® (NOL) services, staying informed and keeping in touch has never been easier. Your Nextel Internet-ready phone, manufactured by Motorola, contains everything you need, including a microbrowser, to stay connected. You can use your phone to send and receive email or Two-Way Messages, access your Address Book, 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.*

## Using This Guide

This guide provides instructions for the use of NOL services with Nextel Internet-ready phones. References to the term “phone” contained in this guide refer to all *plus*-series phones as well as the Internet-ready, SIM-based phones such as the *i85s*, *i90c*, and *i95cl* phones.

A few things to keep in mind while reviewing this guide:

- There are inherent differences in phone operation, display and keypad configuration. Wherever possible, we've attempted to point out these differences.
- Phone screens, buttons and keys depicted throughout this guide may appear different than those on your phone.
- NOL services are part of the dynamic environment of the World Wide Web. Images and home pages may change at any time.

- The appearance of screens depends on the features and services to which you have subscribed. The screens illustrated in this manual are shown as a guide only and may be different from the ones on your phone display.
- Nextel is continually expanding the content and services offered with NOL. Visit [nextel.com](http://nextel.com) for the most current information and version of this user's guide.
- [Nextel.com](http://nextel.com) is accessible from both your phone and your PC, with differing capabilities. Throughout the guide, references to [nextel.com](http://nextel.com) indicate access via the PC, unless otherwise indicated.

**NOTE:** Transmission and reception speed may vary, based on your relative position within the coverage area. If you are in a marginal location (close to the border of the coverage area), the throughput of your phone during data transmission may be affected. The throughput for Nextel Online services is 19200 bps.

## Nextel Coverage

For details on Nextel digital cellular and NOL coverage, visit [nextel.com](http://nextel.com).

## Customer Care

Visit [nextel.com](http://nextel.com) for a variety of Customer Care services:

- **Browse** for information on phones, coverage, rates and other Nextel services. View and download user's guides, try out our interactive virtual product and service demos, find answers to frequently asked questions, order accessories, locate service and repair centers, upgrade phone software, send a message and more.
- For self-service on your Nextel account, click on **MyNextel** to view your account summary, pay your bill, add phones to your account, reset your Voice Mail password, and more.

- For online assistance, click on **Contact Us** to send us an email request. Our representatives are committed to assisting you. Every effort will be made to address your questions or concerns within 24 hours. Contact us to add NOL and other services, change service plans, inquire on your bill and more.

Or, call us at 1-800-639-6111 or dial 611 from your Nextel phone.



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# Nextel Online® Basics

This section includes all the information you need to begin using Nextel Online, including how to navigate with the microbrowser and how to enter text on your phone.

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<b>IMPORTANT:</b>	<b>If you haven't done so already, be sure to read the guidelines and follow the instructions presented in the <i>Safety and General Information</i> section of your phone's User's Guide so that you do not damage the phone or accessories and are aware of other important safety information.</b>
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## Nextel Online Requirements

### Internet-Ready Phones

To use Nextel Online services, you must have a Nextel Internet-ready phone. This user's guide documents NOL navigation and operation with two different Internet-ready phone models, Internet-ready, SIM-based phones (excluding the i2000plus phone) and *plus*-series phones. Refer to the next table for your specific phone model.

<b>Internet-ready, SIM-based phones</b>	<b>Plus-series phones</b>
<i>i30sx</i>	<i>i500plus</i>
<i>i50sx</i>	<i>i550plus</i>
<i>i55sr</i>	<i>i700plus</i>
<i>i80s</i>	<i>i1000plus</i>
<i>i85s</i>	<i>i2000plus</i>
<i>i90c</i>	
<i>i95cl</i>	

### Nextel Online Service Plans

Use of the features and services contained within this guide require the purchase of a Nextel Online service plan. NOL service plans vary in product and service offerings. Some services contained in this guide are only available with select Nextel Online service plans.

## Registration

Some applications, such as Mobile Email and Address Book, require you to register with Nextel to obtain a Member Name and Password. Registering ensures essential information about your phone is transmitted to the Web site. To register:

1	Go to <a href="http://nextel.com">nextel.com</a> on your PC. Click <b>Register with Nextel</b> .
2	Complete the <b>Member Information</b> and <b>Phone Information</b> . <b>Account Information</b> and <b>Security Information</b> are optional and only required for Account Administrator access.
3	Complete the registration process by clicking on the link contained in your confirmation email.

Additional features within Account Management and Address Book are accessible to Account Administrators.

## Registration for Account Administrator Access

Before you register, determine the level of administration access you need. There are two levels of access:

- **Master Account Administrator** - Registering as an Administrator for a Master Account allows you to manage all phones on the Master Account and all the accounts associated with the Master Account (typically called Sub-Accounts).
- **Sub-Account Administrator** - Registering as an Account Administrator for a Sub-Account allows you to manage only those phones on that particular Sub-Account.

- |   |   |
|---|---|
| 1 | From the <a href="http://nextel.com">nextel.com</a> home page on your PC, click <b>Register with Nextel</b> . |
|---|---|

- 2 To obtain Account Administrator access, complete the **Member Information, Phone Information** (optional), **Account Information**, and **Security Information**.




**NOTES:**



- » **When entering the Last Account Balance total, ensure the figure is obtained from a recently received bill. Entering the account balance from a bill that is almost due or past due may result in an inability to register because a new account balance for the next bill cycle may already be stored in the billing system.**
- » **Enter the full Account Number as it appears on your bill including any dashes that may appear.**
- » **Enter the account balance in the following format: 1234.00 (no commas).**
- » **An Access Code (PIN Code) is not required to use Address Book Administrator.**
- » **Member Name and Password are case sensitive.**



- 3 Click on the link contained in your confirmation email to complete the registration process.

## Nextel Online Navigation Keys

Nextel Online uses your phone's built-in microbrowser to access the Internet. You can quickly and easily navigate with the phone's microbrowser by using the following keys:

**Home:** Press  or  to return to the NOL home page. For *i1000plus*™ phone users, with the flip closed, press and hold  to return to the NOL home page.




**Back:** Press  to return to the previous screen. For *i1000plus* phone users, with the flip closed, press  to return to the previous page.

**Scroll:** Arrows to the left or at the bottom of the phone display (⬅️/⬇️) indicate that additional text can be viewed. Press ⏪ or ⏩ (*plus-series* phone users may also use , found on the side of your phone) to scroll one line at a time, or press and hold to scroll one page at a time. For *i1000plus* phone users, with the flip closed, use  to scroll through text.



## Starting the Microbrowser

Just as you use Netscape Navigator® or Microsoft® Internet Explorer to browse the Web from your desktop, the microbrowser contained in your Nextel Internet-ready phone allows you to explore and use a variety of Internet services. Follow the steps below to begin using Nextel Online.

### ⇒ For Internet-Ready, SIM-Based Phones (excluding the *i2000plus* phone)

- |   |   |
|---|---|
| 1 | From the idle screen, press  to access the <b>Main Menu</b> .  |
| 2 | Press  to scroll to <b>Net</b> . Press  under SELECT. A series of screens display in succession. Continue with instruction 1 under “For All Phones” on page 10. |


### ⇒ For *Plus-Series* Phones

- |   |   |
|---|---|
| 1 | Press  until the <b>Net Ready</b> screen displays.   |
| 2 | Press  under Ok. A series of screens display in succession. Continue with instruction 1 under “For All Phones” on page 10. |



⇒ For All Phones

1 Your NOL home page displays.


**NOTE: Home pages will vary depending on the service plan to which you have subscribed.**

- The first time you access **Net** or **Net** mode, you will be asked to enable security to ensure that the your transactions remain private and secure.
- Press  under **Yes** to enable the phone's network security feature. A series of screens will display.



**NOTE: You may be asked to (re)enable security as Nextel adds new services or upon your return to the U.S. after traveling.**


**In instances when you are transmitting highly personal or sensitive data, such as a credit card number, you will see a **Secure Data** icon,  or , on your phone. The presence of this icon indicates that the data is encrypted during transmission.**



2 Scroll to highlight the service you wish to access and press  under **OK**.

**USER TIP: Press the number shown to the left of your desired selection to automatically jump to that service.**

3 To return to your home page from anywhere within the various menus and sub-menus, press the home key, either  or .



You may press  at any time to return to the previous screen.

---



## Exiting the Microbrowser

### ⇒ For Internet-Ready, SIM-Based Phones (excluding the *i2000plus* phone)

There are two options for exiting the microbrowser:

- |   |   |
|---|---|
| 1 | From anywhere within NOL, press and hold  until the <b>Browser Menu</b> displays.  |
| 2 | Scroll to <b>Exit Browser</b> and press  under OK. <ul style="list-style-type: none"><li>• The next time you access <b>Net</b>, you will return to the Web page you last left.</li></ul> |

OR

- |   |   |
|---|---|
| 1 | From anywhere within NOL, press  to return to the NOL home page.   |
| 2 | Press  a second time to return to the idle screen. <ul style="list-style-type: none"><li>• The next time you access <b>Net</b>, you will enter at the NOL home page.</li></ul> |

## ⇒ For *Plus-Series* Phones

To exit the microbrowser:

From anywhere within NOL, press  to return to another mode such as **Phone** mode, **Private** mode or **Group** mode.

- The next time you access **Net** mode, you will return to the Web page you last left.

## Net Mail Alerts

Mail that you receive on your phone, which is associated with NOL, is called Net Mail or Browser Messages. Incoming Two-Way Messages and Address Book data transfers are Net Mail/Browser Messages. When a Net Mail/Browser Message is sent to your phone, you also receive a Net Mail Alert; an actual notification that you have new mail. It is similar to the delivery-man ringing your doorbell (Net Mail Alert) to tell you a package arrived (Net Mail/Browser Message). Your Nextel Internet-ready phone has a Net Alert Inbox, in which Net Mail Alerts are stored.


Net Mail or Browser Messages, and their accompanying Net Mail Alerts:

- are held temporarily if your phone is turned off or you are out of the coverage area. Your messages will be delivered once your phone is turned back on or you return to coverage.
  - When a phone is turned off or outside the coverage area, message delivery is continuously attempted, until successful, for up to 10 days. If, after 10 days, the message is undeliverable, the message is deleted from the Nextel system.
- that have been successfully delivered are stored for 14 days. After 14 days, messages are automatically deleted from the Nextel system.




## Receiving and Viewing New Net Mail or Browser Messages Immediately

### ⇒ For Internet-Ready, SIM-Based Phones (excluding the i2000plus phone)

You are alerted when your phone receives a new Browser message.



- **New Browser Message** displays on the screen.
- Your phone emits an audio alert every 30 seconds until you press  under EXIT or GOTO.
- The Net Mail Alert is stored in your Net Alert Inbox.



- 1 Press  under GOTO to view the message immediately. (Press  under EXIT to view the message later. See “Viewing Net Mail or Browser Messages Later” on page 14).
- 2 An asterisk appears next to the new message. To view it, scroll to the message and press  under View.




### ⇒ For *Plus-Series* Phones

You are alerted when your phone receives a new Net Mail Message.

- **New Net Mail** or **Msg from “xxx” View It Now?** (where xxx is the application from which the message came; i.e., Two-Way Messaging) displays on the screen.
- The  flashes at the top of the display.
- Your phone emits an audio alert every 30 seconds until you press  under Later or Now.

- The Net Mail Alert is stored in your Alert Inbox.

To view the message:



- |   |  |
|---|--|
| 1 | Press  under Now or View to view the message immediately. (Press  under Later or Skip to view the message later. See “Viewing Net Mail or Browser Messages Later” on page 14). |
| 2 | An asterisk appears next to the new message. To view it, scroll to the message and press  under View.   |


### Viewing Net Mail or Browser Messages Later

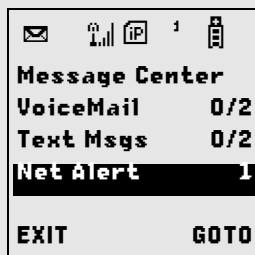
If you choose EXIT, Later or Skip when notified of a new Net Mail or Browser Message, you can access your messages from the alert, stored in the Net Mail Alert Inbox.


You may also access stored messages within the application itself.


⇒ **For Internet-Ready, SIM-Based Phones (excluding the i2000plus phone)**

- |   |   |
|---|---|
| 1 | From the idle screen, press  .   |
| 2 | Scroll to <b>Messages</b> and press  under SELECT. The <b>Message Center</b> displays. |



- 3 Scroll to **Net Mail** or **Net Alert** and press  under GOTO. Your **Net Alert Inbox** displays.





- 4 Scroll to the desired message category (i.e., Two-Way Messaging) and press  under GOTO.

A list of messages is displayed. An asterisk indicates unread messages. Scroll to the desired message and press  under View.

### ⇒ For *Plus-Series* Phones

- 1 From **Phone** mode, press  under Mail. Scroll to **Net Mail** and press  under Ok.

- 2 The **Alert Inbox** displays. Scroll to the desired category (i.e., Two-Way Messaging) and press  under OK.


A list of messages is displayed. An asterisk indicates unread messages. Scroll to the desired message and press  under View.

## Deleting Net Mail Alerts

### *Two-Way Messaging Alerts*




Deleting a Two-Way Message Alert from your Net Alert Inbox does not delete your actual Two-Way Message. Conversely, deleting the Two-Way Message does not delete the corresponding Net Mail Alert. It is possible to have a Two-Way Message Net Mail Alert but have an empty Two-Way Messaging Inbox. In that case, you have probably deleted the Two-Way Message but the Net Mail Alert remains in your Net Alert Inbox.

### *Address Book Alerts*

An Address Book Alert (Phonebook, Speed Dial, Private ID, and Talkgroups) that appears in your Net Alert Inbox is a notification of a data transfer. If you delete the Address Book Alert from your Net Alert Inbox, you will prevent the data transfer from occurring. If you accept the Address Book Alert (by pressing  under OK) from your Net Alert Inbox, the data transfer will proceed.



To delete a Net Mail Alert:

⇒ **For Internet-Ready, SIM-Based Phones (excluding the i2000plus phone)**

- |   |   |
|---|---|
| 1 | From your <b>Net Alert Inbox</b> , scroll to the Net Alert category to be deleted and press  . |
| 2 | Scroll to <b>Delete</b> and press  .   |
| 3 | Press  Under YES to delete the Net Alert.  |

---

⇒ **For Plus-Series Phones**

1	From your <b>Alert Inbox</b> , scroll to the Net Alert category to be deleted.
2	Press  under Erase.
3	<b>Erase Alert?</b> displays on the screen. Press  under Yes to delete the Net Alert.

## Using T9® Text Input

Your Nextel phone has embedded software, called T9 Text Input, that makes typing on a phone keypad much like typing on a computer keyboard: it eliminates the traditional “multi-tap” method of text entry. As you type, you press only one key per letter. T9 Text Input matches your keystrokes to words in its linguistic database of approximately 60,000 words and proper names.

In addition to English, the T9 database supports common words in Spanish, French and Portuguese. You may also store additional words you frequently use in your own User Dictionary, which is incorporated into the T9 database.

### Entering Characters, Numbers and Symbols


In applications that require text input, such as Mobile Email, Two-Way Messaging, Address Book and Search, there are four text entry modes available: Word, Alpha, Number and Symbol.

**WORD or word**—activates single-key-press T9 Text Input.

**ALPHA or alpha**—activates standard keypad text entry called “multi-tap.”



**NUM**—allows entry of keypad numbers.



**SYM**—allows entry of punctuation and symbols such as @ or ?



The display option in the lower right corner of the phone screen indicates your current text entry mode. If the option is word, you are in T9 Text Input mode. To change text entry modes, press the right  until you see the desired text entry mode.

## T9 Navigation Keys


Your phone keys assume different functions while in T9 Text Input mode. The following keys will be instrumental while using T9:





**Backspace/Erase:** Press  or  once to backspace or to erase a single character. Press and hold to erase all the text on the display.

**Space:** Press  or  once to complete a word and insert a space when entering text.


**Shift:** Press and hold  or  until you see the text entry mode indicator change to reflect the desired case. For example, when entering lowercase text, the text entry mode will appear as word or alpha. When entering uppercase text, the text entry mode will appear as WORD or ALPHA. Caps Lock will appear as #WORD or #ALPHA. (Caps Lock is not available with all phone models.)

**NOTE: The default for word and alpha mode is uppercase at the beginning of a sentence, lowercase elsewhere.**





**Next:** In word mode, press  to display more words that match the keystroke sequence you entered. Words added to your User Dictionary will begin appearing after words stored in the T9 database.


**Punctuation:** In word mode, press  to automatically insert one of eight basic punctuation symbols. Press  to display alternate punctuation choices. Press  or  to accept the punctuation and continue typing. Additional punctuation and symbols are available in SYM mode (see “Symbols Mode (SYM)” on page 21).



## Entering Text Using T9 Text Input (word mode)

- 1 From any screen that displays one of the four text entry modes (word, alpha, SYM, NUM), press the right  until WORD displays.



- 2 Type your word by using one key-press per desired letter. For example, to type “test” press    . The displayed word may change as you type it. Do not try to correct the word as you go. Type to the end of the word before editing. T9 Text Input matches your keystrokes to words in its database and will display the most commonly used matching word.


- 3 If the word that appears is not the desired word, press  to change the word on the display to the next most likely word in the database. Repeat until the desired word appears.

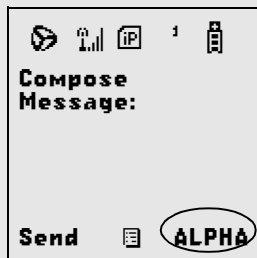
**NOTE:** If the phone is not able to guess the word you are attempting to spell, press  or  to erase the current word on your screen. Follow the instructions in “Entering Text Using Alpha Mode and Adding Words to the User Dictionary” on page 19.





## Entering Text Using Alpha Mode and Adding Words to the User Dictionary




Words that do not appear in the T9 database may be added using multi-tap text entry in alpha mode. The unknown word is added to the User Dictionary automatically so you can type it in word mode in the future.

**NOTE: The User Dictionary cannot store alphanumeric combinations (i.e., Y2K) or Web URLs.**

- 1 From any screen that displays one of the four text entry modes (word, alpha, SYM, NUM), press the right  until ALPHA displays.



- 2 Enter the word using multiple key-presses as required for the desired letters. For example, to type "test": press  once,  twice,  four times, and  once. Do not add a space.





- 3 Return to T9 Text Input (word mode) by pressing the right  until the T9 indicator, word, appears in the display. Press  or  to add a space. The word you typed has now been added to the User Dictionary.

**NOTE: You must return to T9 mode (word mode) to save your word in the User Dictionary for future use.**

## Entering Punctuation and Symbols

There are two methods of entering punctuation: Smart Punctuation and Symbols Mode.





## Smart Punctuation

T9 Text Input uses Smart Punctuation to quickly apply basic rules of grammar to insert the correct punctuation within a word and at the end of a sentence. To insert punctuation, while in word mode press  (the Smart Punctuation key). If the punctuation mark displayed is not the one you want, press  until you see the desired punctuation mark. Press  or  to accept the punctuation and continue typing.


Eight common symbols are available using the Smart Punctuation key. For additional symbols, see “Symbols Mode (SYM)” on page 21.

## Symbols Mode (SYM)

You can also enter punctuation and additional symbols using Symbols Mode (SYM). There are four screen pages within symbols mode, offering 32 different symbols.





1	From any screen that displays one of the four text entry modes (word, alpha, SYM, NUM), press the right  until SYM displays.
2	To select a symbol, press the number that corresponds with the symbol you want to enter. If it is not displayed, proceed to instruction 3.
3	Press  , <i>plus-series</i> phone users may press  , to scroll through the four SYM screens. Or, press  under More. The SYM2 screen displays. Repeat to access additional symbol pages SYM3 and SYM4.
4	To select the desired punctuation, press the number that corresponds with the symbol you want to enter.



## Entering Numbers (NUM Mode)



- 1 From any screen that displays one of the four text entry modes (word, alpha, SYM, NUM), press the right  until NUM displays.
- 2 Press the desired number on your phone's keypad.

## Entering Email Addresses

To enter an email address, you will need to toggle between the text entry modes. For example, to type the email address: john@company.com:



- 1 In word mode, enter the user name **john** by pressing    .



- 2 In word mode, use Smart Punctuation to add @. Press  then  repeatedly until the @ symbol appears.





Or, press the right  until SYM is displayed. Press  under More until SYM2 is displayed. Select @ by pressing the corresponding number on the keypad.

- 3 In word mode, enter the company name **company** by pressing

      .

- 4 In word mode, use Smart Punctuation to add the dot . . Press  then  repeatedly until the . displays.

Or, press the right  until SYM is displayed. Press  under More until SYM1 is displayed. Select . by pressing the corresponding number on the keypad.

- 5 In word mode, enter the word **com** by pressing   . You may need to press  repeatedly to display this word selection if necessary.

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# Nextel Online Services

This section gives you a general overview of the NOL services available on your Nextel phone.



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Marketplace	Page 28
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Search	Page 31

To access NOL content or services when in **Net** or **Net** mode:

- 1 Press  or  (*plus-series phone users may also press  to scroll and highlight the service you wish to access and press  under OK. Or, press the number shown to the left of your desired selection to automatically jump to that service.*
- 2 Follow the on-screen prompts in each individual sub-menu.

## my View




my View is a Web-based management tool that allows you to customize the NOL view that suits the way you work and access information. For information on how to personalize the home page on your phone, see “my View” on page 35.

## Help



Access Nextel Customer Care support and obtain answers for the most frequently asked questions (FAQs) regarding NOL navigation and use.

---

To access the FAQs:

- |   |   |
|---|---|
| 1 | From the NOL home page on your phone, press  under Help. |
| 2 | Scroll to <b>FAQs</b> and press  under Ok.               |
| 3 | Scroll to the FAQ of interest and press  under Show.     |

To contact Customer Care for assistance with NOL:

- |   |   |
|---|---|
| 1 | From the list of FAQs, scroll to <b>One touch call to Customer Care</b> and press  under Show. |
| 2 | Press  under Call to place the call and select option 3.                                       |

## **Business Tools**

Business Tools are a collection of industry-targeted content and business applications specifically designed to help you get your business done faster and wirelessly.

Increase productivity, gain a competitive advantage, and solve your unique industry needs by purchasing a Nextel Industry Solution. Visit [nextel.com](http://nextel.com) for more information.

### **Two-Way Messaging**

Nextel Two-Way Messaging, a premium business application, is the ultimate messaging product, providing contact with the people important to you—without the need to talk on the phone! Two-Way Messaging is a flexible and convenient tool that allows you to send, receive and reply to text messages with your Nextel phone. For specific instructions on how to use this feature, see “Two-Way Messaging” on page 41.

## Email & More

Nextel gives you maximum mobile efficiency for your business and personal life with an expanding set of email products, including Mobile Email, AOL® Instant Messenger™, and AOL® Mail.

### Mobile Email

Use Nextel's Mobile Email to access Microsoft® Outlook® or Lotus® Notes in addition to ISP-based email accounts with your Nextel phone. For instructions on setting up your email account for mobile access, see "Mobile Email" on page 65.

### AOL® Instant Messenger™

Keep in touch with friends, family and business associates with mobile access to AOL Instant Messenger service. Take your Buddy List® feature with you and communicate with other AOL Instant Messenger users regardless of whether they're at their desktop PC, using their phone or other mobile device. For more information, see "AOL® Instant Messenger™" on page 97.

### AOL® Mail

Read, reply to and forward your AOL Mail using a Nextel Internet-ready phone anywhere on Nextel's nationwide network. Users must be a registered member of AOL, CompuServ® 2000 or Netscape® to access AOL Mail.

### Web Sites

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 within this menu

option may change frequently. As new sites are added, they will automatically appear as a menu option on your phone display. Visit **What's New** on your home page for details on new and featured sites. Categories include the following:

<b>News</b>	Details world, international, local and industry-specific headlines and full-text news stories.
<b>Weather/ Traffic</b>	Provides access to nationwide weather conditions and forecasts and latest traffic conditions.
<b>Travel</b>	Provides a broad range of travel-related information and services, including directions, flight schedules, itineraries, hotel reservations, car rentals, dining information, and restaurant reviews.
<b>Office</b>	Contains content and services specific to small and home offices emphasizing general business and office needs such as yellow-pages, package shipping and tracking, and online document management.
<b>Sports</b>	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.
<b>Entertainment</b>	Enables wireless access to entertainment and leisure information. Services include online wireless ticket purchase, dining reviews, event locations and listings, as well as movie reviews and listings.

<b>Portals</b>	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 popular brands such as MapQuest®, DigitalCity® and Moviefone®.
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## Marketplace

Shop various online stores with your Nextel phone when it's convenient for you. Search for product information and reviews. Evaluate, compare and purchase business and personal merchandise such as books, software, electronics, construction tools and equipment. Shop for whatever you need to get your business done—from leading Internet commerce sites.

## What's New

What's New highlights new sites, products, applications and overall NOL enhancements. Check What's New frequently for the latest information on content, usage tips, and promotions.

## Finance






Finance provides access to delayed and real-time stock quotes, investment and research services, mutual fund and brokerage houses.

Registration and/or account activation may be required with some services.


## Bookmarks


You can store up to 100 bookmarks for quick and easy access to your favorite Web sites and pages.

### Adding a Bookmark

- 1 From the NOL home page on your phone, navigate to the Web page (see “Enter Site” on page 30) or menu that you wish to bookmark.
- 2 Press and hold  until the **Browser Menu** displays.
- 3 Scroll to **Mark Site** and press  under OK. The default bookmark name displays.
  - To modify or rename the bookmark, press  or  to erase the displayed name. Enter the desired name using word or alpha mode.
- 4 Press  under Save to save the bookmark. The new bookmark will be saved in the **Bookmarks** directory on your home page.

### Using a Bookmark

- 1 From the NOL home page on your phone, scroll to **Bookmarks** and press  under OK. Your **Bookmarks** directory displays.

- 2 Scroll to the bookmark representing the site you wish to visit and press  under OK.


**USER TIP:** Press the number to the left of your desired bookmark to jump to that site.

## Deleting a Bookmark

- 1 From your **Bookmarks** directory, scroll to the bookmark you wish to delete.


- 2 Press  under Menu.


- 3 Scroll to **Delete** and press  under OK.

- 4 Press  under Yes to delete the bookmark.


## Enter Site

Browse the Internet from your phone! Enter Site allows you to access wirelessly enabled (Wireless Application Protocol or WAP) Internet sites (including HDML, XML and WML sites and services). These WAP sites are specially developed Web sites for wireless devices, such as your Nextel phone, that omit the large pictures and graphics of typical Web sites. The phone screen will display similar information as on your computer screen except in a streamlined text format.

- 1 From the NOL home page on your phone, scroll to **Enter Site** and press  under OK.

- 2 Enter the Web address of the Internet site you wish to visit (see “Entering Internet Addresses” on page 31). Press  under OK to access the site.

---

**NOTE:** Hyperlinks (often shown in brackets, [ ]) embedded within the site are usually functional and can be accessed by scrolling to the desired link, and pressing  under Link.

Not all Web addresses can be viewed on a wireless device. If you happen to access a non-WAP enabled site, your phone may display fragments of text or an error message. The number of wirelessly enabled sites is constantly growing to provide you with more ways to get business done.

## Entering Internet Addresses









To access an Internet site from the **Go to Site** screen:

For <b>.com</b> sites	<p>Type the name of the organization only.</p> <p>The microbrowser will automatically add the <b>http://www</b> prefix and the <b>.com</b> suffix.</p> <p>For example, to visit <b>www.espn.com</b> enter: <b>espn</b></p>
For <b>.edu</b> <b>.gov</b> <b>.org</b> <b>.net</b> and others	<p>Enter the entire Web address including the <b>www.</b> and the applicable extension.</p> <p>For example, to visit <b>www.irs.gov</b> enter: <b>www.irs.gov</b></p>

## 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.

1	From the NOL home page on your phone, scroll to <b>Search</b> and press  under OK.
2	Scroll to <b>Google Search</b> and press  under OK.
3	To search the entire Web, leave the default setting. To select alternate search options, such as Mobile Web (wirelessly enabled sites), or change the language used in the search, scroll up to highlight [ <b>Entire Web</b> ]. (Plus-series phone users must use  , found on the side of the phone, to scroll up.) Press  under Link.
4	Scroll to the Search Option to be used and press  under OK.
5	Using either word or alpha mode, enter the term, topic or category for which you would like to search and press  under Search. The search results will display as menu options.
6	Scroll to the desired Web site and press  under OK. For additional options, press  under Menu.

## Nextel.com

Wirelessly enabled nextel.com, accessed from your phone, contains value-added personal information management tools and Nextel account management tools.

## Address Book

Manage your contact information with Address Book. Address Book provides easy maintenance and entry of contact information and access

to that information from your phone or nextel.com on your PC. For instructions on how to use this application, see “Address Book” on page 107.

### **Address Book Admin**

Address Book Admin enables end users to receive customized Phonebook and Phone List entries and store them on their phone. An Administrator creates and manages multiple phone directories (templates) online and sends that information over-the-air to program groups of phones. For additional information, see “Address Book Admin” on page 123.

### **Account Management**

Access your account information 24 hours a day, from your phone or nextel.com. For more information, see “Account Management” on page 141.



---

# my View

Customize your Nextel Online (NOL) home page to reflect your personal needs. Create your own folders and bookmarks for the sites you visit frequently. Rename and rearrange menu options to create a unique home page for your phone.

## my View Requirements

To use my View, you must register with Nextel (see “Registration” on page 7).


## Using my View Online


From the **MyNextel** tab on nextel.com, navigate to **my View**.

**USER TIP:** Before you get started, print a copy of your phone’s default home page as there is not an option to reset the original home page once it has been modified.

## Main Page

my View is based on the familiar process of creating or editing folders, bookmarks, and “favorites” in Internet Explorer or Netscape Navigator. When you login to my View, the phone’s default home page is

displayed as a Folder Tree. Folders appear as  and may contain additional folders and/or bookmarks. Contents within a folder are

indented to the right. Bookmarks appear as  and may be a Web site, a phone number or a Private ID. You may have a total of 200 folders and bookmarks in my View (including those that come with your NOL service).

**NOTE:** The What's New and Nextel.com folders are locked, meaning they and their contents cannot be edited, moved or deleted. Though not indicated on the phone, locked sites are indicated by the word Locked in red type on the my View Web page.

## Add Folder

A new folder can be added anywhere within the Folder Tree.

- |   |   |
|---|---|
| 1 | From the my View main page on nextel.com, select the section where the new folder should appear by clicking the button to the left. Once created, the new folder will appear at the bottom of the selected section and can then be moved to the desired location. |
| 2 | Click <b>Add Folder</b> .   |
| 3 | Enter the folder name in the text box presented. Folder names may be up to 20 characters in length.   |
| 4 | Click <b>Save</b> , then click <b>OK</b> to confirm the changes to my View. The main page of my View will display with the new folder added.  |
| 5 | To move the new folder to its desired location, proceed to "Move" on page 38.   |

## Add Bookmark

A new bookmark can also be added anywhere within the Folder Tree, including within a folder. With my View, you may bookmark a Web site address, a phone number or a Private ID number.

1	From the my View main page on nextel.com, select the section where the new bookmark should appear by clicking the button to the left. New bookmarks will appear at the bottom of the selected folder and can then be moved to the desired location.
2	Click <b>Add Bookmark</b> .
3	Enter the bookmark name in the corresponding text box. Bookmark names may be up to 20 characters in length.
4	Select the appropriate type of bookmark: <b>Web site address</b> , <b>Phone Number</b> or <b>Private ID</b> , by clicking on the button to the left.
5	Enter the information as in the examples provided.
6	Web site addresses must be entered in full (e.g., <a href="http://www.example.com">http://www.example.com</a> ). To determine if the address is a valid Web site, click <b>Test Web Site</b> .
7	Click <b>Save</b> , then click <b>OK</b> to confirm the changes to my View. The main page of my View will display with the new bookmark added.
8	To move the new bookmark to the desired location, proceed to “Move” on page 38.

## Don't Show on Phone

This option allows you to “hide” folders and bookmarks so they don't appear on the NOL home page on your phone. Hidden folders/bookmarks remain on the my View Web page and are indicated by the words **Not Shown on Phone** in blue type. To hide a bookmark/folder, click to check the box next to **Don't show on phone** when in **Add Folder**, **Add Bookmark**, or **Edit**.

**NOTE:** Nextel routinely adds new content and services to the folders provided with NOL. Content added to folders that you have hidden will display on the my View Web page but will be hidden from your phone's home page.

## Move

The move function allows you to move folders and bookmarks to another location in the Folder Tree.

- |   |  |
|---|--|
| 1 | Select the folder or bookmark to be moved by clicking the button to the left. When moving a folder, all contents within the folder will be moved with it.    |
| 2 | Click <b>Move</b> . An expanded Folder Tree will be displayed with horizontal lines appearing for each available location.                                   |
| 3 | Select a new location for the item by clicking the button to the left.   |
| 4 | Click <b>Save</b> then click <b>OK</b> to confirm the changes to my View. The main page of my View will display with the item appearing in its new location. |

## Edit

The edit function allows you to modify the folder/bookmark name or change the bookmark type. It also allows you to apply or remove the option **Don't show on phone**.

- |   |  |
|---|--|
| 1 | Select the item to be modified by clicking on the button to the left.  |
| 2 | Click <b>Edit</b> .  |
| 3 | Edit the appropriate text boxes. To hide the information from the home page on your phone, check the <b>Don't show on phone</b> box.                                   |
| 4 | Click <b>Save</b> then click <b>OK</b> to confirm the changes to my View. The main page of my View will display with the new information reflected in the Folder Tree. |

## Delete

The delete function allows you to remove folders and bookmarks from your Folder Tree. Folders and their contents cannot be deleted simultaneously. To delete a folder with contents, each item within the folder must first be deleted individually. Items included with your Nextel Service cannot be deleted.

- |   |  |
|---|--|
| 1 | Select the item to be deleted by clicking on the button to the left.   |
| 2 | Click <b>Delete</b> then click <b>OK</b> to confirm the changes to my View. The main page of my View will display with content omitted from the Folder Tree. |

## **Send to Phone**

After making changes to my View, click **Send to Phone** to transmit your new home page to your phone. If you do not send the changes to your phone, the update will automatically occur within 5 days.

---

# Two-Way Messaging

Two-Way Messaging is the ultimate messaging product! It enables you to reach the people important to you three different ways — from your Nextel phone, from Nextel.com or from any email application. Using your Nextel phone, you can exchange messages with almost anyone with a messaging-capable wireless phone. And for added convenience, your Nextel Address Book has been integrated with Two-Way Messaging.

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Accessing Two-Way Messages	Page 50
Two-Way Messaging Features on Your Nextel Phone	Page 52
Setting Preferences on Your Nextel Phone	Page 57

## Two-Way Messaging Requirements

To use the advanced online features such as Message Inbox, Sent Messages, Saved Messages, My (Phone) Replies and My (Phone) Messages, you must register with Nextel (see “Registration” on page 7).

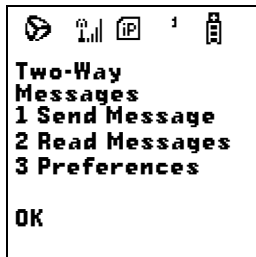
## Sending Messages

Messages can be sent from:

- your Nextel phone
- nextel.com
- any email application

### Sending Messages from Your Nextel Phone

Access the **Two-Way Messages** main menu (shown right) by following the instructions below.



- 1 Begin at the NOL home page on your phone.

**NOTE:** If you have subscribed to **Two-Way Messaging** as a stand-alone feature, proceed to instruction 3 below.

- 2 Scroll to **Business Tools** and press  under OK.

- 3 Scroll to **Two-Way Messaging** and press  under OK.




- 4 Scroll to **Send Message** and press  under OK.

### *Address the Message*

From the **Send To** screen, you have the option to send a message to a new address, an address you have previously used or an address that you have previously saved in your Address Book.




### *New Address*




- |   |  |
|---|--|
| 1 | From the <b>Send To</b> screen, scroll to <b>New Address</b> and press  under OK.   |
| 2 | Enter the recipient's 10-digit phone number or email address. <ul style="list-style-type: none"> <li>• To enter numbers, ensure you are in NUM mode by pressing the right  until the text entry mode reads NUM.</li> <li>• To enter an email address, you will need to toggle between the text entry modes. (For more information, see “Entering Email Addresses” on page 22.)</li> </ul> |
| 3 | Press  under OK and proceed to “Create and Send the Message” on page 45.  |

---


## Sent Address

- 1 From the **Send To** screen, scroll to **Sent Address** and press  under OK.


- Your Nextel phone keeps a record of the last 9 addresses used with Two-Way Messaging.



To store a Sent Address in your Address Book, highlight the desired address and press  under Save?. Enter the contact's last name, first name and company name. Press  under OK. A verification message will display, indicating that a new Address Book entry has been created. Press  under OK.




- 2 Scroll to the phone number or email address of the messaging recipient.
- 3 Press  under OK and proceed to “Create and Send the Message” on page 45.


## My Addresses (Address Book)

- 1 From the **Send To** screen, scroll to **My Addresses** and press  under OK. Your Address Book will open.

Search for contacts stored in your Address Book by pressing  under Find (see “Searching for a Contact” on page 112), or view a listing of all your contacts by pressing  under Show.



- 2 Scroll to the contact name of the messaging recipient and press  under Go to.

- 3 Scroll to the address (mobile number or email address) to use in sending your message. Press  under 2Way, then proceed to “Create and Send the Message” on page 45.

**NOTE: Two-Way Messaging does not support sending messages from the phone to Distribution Lists at this time.**

## *Create and Send the Message*

You may compose a new message to be sent, use a message that you have sent previously or send a pre-programmed message that you have saved in **My Messages** from the Preferences menu or on nextel.com.



Consider the following when sending messages from your Nextel phone:

- Two-Way Messaging subscribers can receive messages of up to 500 characters.








- Nextel Text Messaging subscribers can receive messages of up to 280 characters (sent in 2 sequential messages).
- Messaging subscribers from other wireless carriers may have a limitation on incoming messages. Large messages may be divided into multiple smaller messages.

### Compose New

- |   |   |
|---|---|
| 1 | From the <b>Create Message</b> screen, scroll to <b>Compose New</b> and press  under OK. |
| 2 | Use T9 Text Input (word mode) to type a new message. (See “Using T9® Text Input” on page 17.)   |
| 3 | Press  under Send when finished.   |

### Sent

- |   |  |
|---|--|
| 1 | <p>From the <b>Create Message</b> screen, scroll to <b>Sent</b> and press  under OK.</p> <ul style="list-style-type: none"><li>• Your Nextel phone keeps a record of the last 9 Two-Way messages sent from your phone.</li></ul> <p>To save a sent message for future use with <b>My Messages</b> or <b>My Replies</b>, scroll to the desired message and press  under Save?. Scroll to the appropriate category and press  under OK. Choose the location to save the message and press  under OK.</p> |
| 2 | <p>Scroll to the desired message and press  under OK.</p> <ul style="list-style-type: none"><li>• You may add to or modify the message by typing in the appropriate text entry mode (word, alpha, NUM, SYM).</li></ul>  |

- 3 Press  under Send to send the message.

### My (Phone) Messages

**NOTE:** You must be registered with Nextel to use this feature online. For more information, see “Registration” on page 7.


Use the convenience of the computer keyboard to create messages that you send frequently. Create and store messages from your PC on nextel.com and access them quickly and efficiently from your phone.

From nextel.com on your PC, navigate to **My Phone Messages** (you will be required to enter your Nextel Member Name and Password). Enter up to 9 messages of 500 characters each, for use when sending messages from your phone. Click **Save Messages**.


**NOTE:** Two-Way Messaging subscribers can send and receive messages of up to 500 characters. Nextel Text Messaging customers can receive messages of up to 280 characters. Some wireless carriers limit the incoming message size and may divide large messages for delivery.

**NOTE:** You may also create, edit or delete My Messages from the phone. See “Modifying My Messages” on page 59.

To use My Messages when sending a message from your phone:

- 1 From the **Create Message** screen on your phone, scroll to **My Messages**. Press  under OK.

You will see a list of default messages or the specific messages you created on the Web site at **My Phone Messages**.

- 2 Scroll to the desired message and press  under OK.

- You may add to or modify the message by typing in the appropriate text entry mode (word, alpha, NUM, SYM) if desired.

3 Press  under Send to send the message.

### *Undeliverable Messages*

When sending a message from your phone, you will be notified of messages that are undeliverable due to an invalid email address format or an invalid Nextel phone number.

- An invalid email address format (an address lacking the @ and/or .com) will generate an incoming message reading, **From System Administrator, Subject: Undeliverable**.
- An invalid Nextel telephone number will generate a message reading, **Error-Message Not Sent**.

**NOTE:** Messages sent to non-Nextel phone numbers that are undeliverable may not generate an “undeliverable message.”

### **Sending Messages from nextel.com**

Select **Send a Message** from the **MyNextel** tab on nextel.com. You may send a message of up to 500 characters to a single recipient or to a group of up to 20 recipients.

- Nextel will automatically determine if the messaging recipient is a Two-Way Messaging subscriber. A double asterisk (\*\*) appears after the Nextel phone number of Two-Way Messaging subscriber(s) who have the ability to reply to your message. Nextel phone numbers without the asterisks indicate non-Two-Way Messaging subscribers. They will be able to view the first 280 characters of your message and will be unable to reply.

**NOTE:** Send a Message on nextel.com supports messaging to Nextel customers only.

## *Replies*

Attached replies make it easier for your recipients to respond to your message. If you choose to attach replies, you may enter up to 6 replies of up to 100 characters each.

You may choose where you would like the response to your message sent: back to your Nextel phone or to your email address. If neither is indicated, the recipient's reply will be returned to the Web site, where you will need the claim number to retrieve the reply (see "Message Status" on page 49).

## *Message Status*

You can check the delivery status of messages sent to Nextel customers and retrieve replies sent back to the Web site from **Message Status**. Enter the claim number you received after sending the message and the Nextel phone number(s) to which the message was sent to obtain the information.

## **Sending Messages from Your Email Application**

You may send a Two-Way Message to Nextel customers from any email application.

<p><b>1 Address the Message:</b></p> <p>Address your email message in the following manner: 10-digit Nextel phone number followed by <b>@messaging.nextel.com</b>. For example: <b>7035551212@messaging.nextel.com</b></p>
<p><b>2 Create the Message:</b></p> <p>Type your message and attach replies, if desired.</p>

### 3 Attach Replies (optional):

Attached replies make it easier for recipients to respond to your message. If you choose to attach replies, you may enter up to 6 replies of up to 100 characters each. Precede each reply with a double tilde (~~) and follow each reply with a hard return on your keyboard. For example:

Would you bring a copy of the budget to this morning's meeting? (Enter)

~~Yes (Enter)


~~No (Enter)

~~Don't have the latest version (Enter)

### 4 Send the message.

## Accessing Two-Way Messages


### Accessing Messages from Your Nextel Phone

1 From the **Two-Way Messages** main menu, scroll to **Read Messages** and press  under OK.


2 From the **Read Messages** screen, scroll to **Message Inbox** and press  under OK.

Your Two-Way Message Inbox displays. An asterisk indicates unread messages.



- 3 Scroll to the message you wish to read and press  under View. The message is displayed along with the date and time the message was sent.

**NOTE:** Message Inbox contents are automatically deleted after 14 days. To save messages beyond the 14-day limit, see “Saving Two-Way Messages” on page 56.

**USER TIP:** If a message includes a phone number, you may automatically dial that number by scrolling to the phone number and pressing  under Call. Phone numbers must be in one of the following formats:

- 703-555-1212
- (703) 555-1212
- 7035551212

You may also access Two-Way Messages from your Net Alert Inbox. See “Viewing Net Mail or Browser Messages Later” on page 14 for instructions.

### Accessing Two-Way Messages from nextel.com

**NOTE:** You must be registered with Nextel to use these features online. For more information, see “Registration” on page 7.

You can access your Two-Way Messages from your PC on nextel.com.

**Message Inbox** - View messages that you have received on your phone within the past 7 days. Save important messages to your **Saved Messages** folder.

**Saved Messages** - View messages that you have saved from your **Message Inbox**.

**Sent Messages** - View messages and responses sent from your phone or nextel.com for the past 7 days.

Messages sent from nextel.com on your PC will only display in Sent Messages if you log in with your Nextel Member Name and Password prior to sending the message.

In each of these folders, you may see the date and time the message was sent as well as the message originator or message recipient(s). By clicking on the message text, you may view the message contents, forward or re-send the message to an individual or group.

## Two-Way Messaging Features on Your Nextel Phone

After viewing a Two-Way Message on your phone, you may reply to the message, forward, delete or save the message.

### Replying to Two-Way Messages from Your Nextel Phone

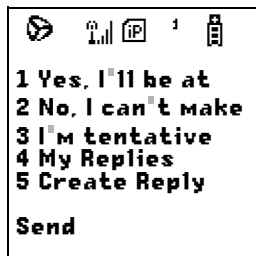
After viewing a Two-Way Message on your phone, you may reply to the sender's message. There are three options for responding to a Two-Way Message from your phone:

- **Attached Replies:** Use one of the replies attached to the sender's message (if there is one).
- **My Replies:** Use one of the replies you previously created and stored from the **Preferences** menu or on nextel.com.
- **Create Reply:** Create a new reply.


### Attached Replies

Senders who initiate a Two-Way Message from email or from **Send a Message** on nextel.com may attach up to 6 replies to their message. Attached replies appear as menu options on the **Reply** menu of your phone.

To respond using an attached reply:



1 After viewing the Two-Way Message, press  under Reply.

2 Scroll to the desired response and press  under Send.




### My (Phone) Replies

**NOTE: You must be registered with Nextel to use this feature online. For more information, see "Registration" on page 7.**

Make responding to messages easier for yourself. Create and store a list of frequently used replies from your PC on nextel.com. Then, when you receive a Two-Way Message on your phone, you may quickly and easily respond with one of your saved replies. My (Phone) Replies eliminates the need to "type" a response on the phone. From nextel.com on your PC, navigate to **My Phone Replies** (you will be required to enter your Nextel Member Name and Password). Enter up to 9 responses of 100 characters each and click **Save Replies**.




**NOTE: You may also create, edit or delete My Replies from the phone. See "Modifying My Replies" on page 58.**

To access and send your saved replies from your phone:

1	After viewing the Two-Way Message, press  under Reply.
2	Scroll to <b>My Replies</b> and press  under OK. You will see a list of default replies or the specific replies you created at <b>My Phone Replies</b> on the Web site.
3	To send your reply, scroll to the desired response and press  under Send.

### *Create Reply*





If the sender didn't attach appropriate replies and **My Replies** aren't applicable to the message you've received, you may type and send a suitable reply.

1	After viewing a Two-Way Message, press  under Reply.
2	Scroll to <b>Create Reply</b> and press  under OK.
3	Use T9 Text Input (word mode) to create your reply. (See "Using T9® Text Input" on page 17.)
4	Press  under Send.




### **Deleting Two-Way Messages**

You may delete a single Two-Way Message or all the messages contained in **Message Inbox** or **Saved Messages**.





### Deleting a Single Message

- 1 From the **Two-Way Messages** main menu, scroll to **Read Messages** and press  under OK.
- 2 Scroll to the desired folder, **Message Inbox** or **Saved Messages** and press  under OK. A list of your messages will display.
- 3 Scroll to the message to be deleted and press  under Del.
- 4 Press  under Yes to delete the message

or

- 1 While viewing the message itself, press  to change the display options.
- 2 Press  under Del
- 3 Press  under Yes to delete the message.




### Deleting All Your Messages

- 1 From the **Two-Way Messages** main menu, scroll to **Read Messages** and press  under OK.
- 2 Scroll to the desired folder, **Message Inbox** or **Saved Messages** and press  under OK. A list of your messages will display
- 3 Change the display options by pressing  until Del-A is displayed.
- 4 Press  under Del-A to delete all messages in the folder.

- 5 Press  under Yes to confirm.





## Forwarding Two-Way Messages

To forward a Two-Way Message to another address:

- 1 While viewing the message to be forwarded, press  to change the display options.
- 2 Press  under Fwd to display the **Forward to Address** screen. From this screen, you may forward the message to a **New Address**, a **Sent Address** or someone in **My Addresses** (See “Address the Message” on page 43).
- 3 After choosing the desired address, press  under OK to send the message.

## Saving Two-Way Messages

Two-Way Messages in the **Message Inbox** are automatically deleted after 14 days. You may save up to 20 of your messages in the **Saved Messages** folder.

- 1 From the **Two-Way Messages** main menu, scroll to **Read Messages** and press  under OK.
- 2 Scroll to **Message Inbox** and press  under OK. A list of your messages will display.
- 3 Scroll to the message to be saved and press  under View.
- 4 Change the display options by pressing  until Save is displayed.

- 5 Press  under Save.

## Setting Preferences on Your Nextel Phone




Preferences is where you personalize Two-Way Messaging. In **Preferences**, you may:


- create a signature to be attached to your messages
- create, modify and delete **My Replies** and **My Messages**
- enable or disable message confirmation
- enable International message delivery




### Setting Your Subscriber Name

By entering your name in **Preferences**, your recipients will be notified of incoming messages by your name (or your “signature”) rather than your phone number.

- 1 From the **Two-Way Messages** main menu, scroll to **Preferences** and press  under OK.
- 2 Scroll to **Subscriber Name** and press  under OK.
- 3 You will see the following message: **Current Name: \*Not Set\***. Press  under Edit to create your signature.

- 4 Enter your last name and press  under OK.


**USER TIP:** Change the text entry mode to alpha to enter your name.

- 5 Enter your first name and press  under OK.

The screen will display your Current Name. The name appearing on your phone screen will be attached to all of your outgoing messages.



## Modifying My Replies

From your phone, you may edit or delete frequently used replies, or create a new reply to be stored for use.



- 1 From the **Preferences** menu, scroll to **My Replies** and press  under OK.

- 2 **My Replies** appears on the screen. From this screen, you may create, edit or delete a reply.

- **Creating or Editing My Replies**


- 1 Scroll to the reply to be modified. Or, scroll to an empty slot to store a new reply. Press  under Edit.
- 2 Use T9 Text Input to edit an existing reply or enter a new reply.
- 3 Press  under Save to save the update.

- **Deleting my Replies**

- 1 Scroll to the reply to be deleted.
- 2 Press  to change the display options.
- 3 Press  under Del to delete the reply.



## Modifying My Messages

From your phone, you may edit or delete any of your frequently used messages, or create a new message to be stored.



- 1 From the **Preferences** menu, scroll to **My Messages** and press  under OK.

- 2 **My Messages** appears on the screen. From this screen you may create, edit or delete a message.

- **Creating or Editing My Messages**

- 1 Scroll to the message to be modified. Or, scroll to an empty slot to store a new message. Press  under Edit.
- 2 Use T9 Text Input to edit an existing message or enter a new message.
- 3 Press  under Save to save the update.


- **Deleting My Messages**



- 1 Scroll to the message to be deleted.
- 2 Press  to change the display options.
- 3 Press  under Del to delete the message.

## Message Confirmation

With Message Confirmation enabled, you will be notified when a Nextel recipient has read your message. This feature can be turned on or off; however, the default setting is off.

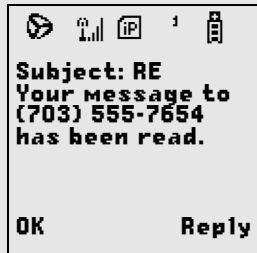
**NOTE:** Due to limitations with other wireless carrier's messaging systems, message confirmation is not supported when sending messages to non-Nextel customers.

- 1 From the **Preferences** menu, scroll to **Message Confirm** and press  under **OK**.

- 2 Pressing  toggles between **Off** and **On**. Press  to choose the desired function.



- 3 When **Message Confirm** is turned on, you will receive notification when your message has been read by the recipient.



## **International Messaging Preference**

Two-Way Messaging customers who travel abroad have access to their messages while outside the United States. By changing the Message Preference (My Destination), while outside of the domestic United States, all incoming Two-Way Messages will be delivered as Text Messages and should be retrieved as Message Mail. (See your phone's user's guide for information on viewing and storing Message Mail.) Two-Way Messages, received as Text Messages, are free and do not count against the allotment of Text Messages included in your service plan.

**NOTE: The capability to initiate messages or reply to messages using your phone is available only in the United States.**

With **International** selected as the Message Preference on your phone, your messages:

- will be delivered as Message Mail, sent in up to 4 sequential messages with an inclusive maximum of 500 characters.
- will be held temporarily if your phone is turned off or you are out of the coverage area. Message delivery will be continuously attempted, until successful, for up to 7 days. If, after 7 days, the message is undeliverable, the message will be deleted from the system.
- that have been successfully delivered will be stored for 14 days.

**NOTE: If you do not select International as your Message Preference, you will not receive messages while abroad.**

Upon your return to the domestic United States, messages that are less than 7 days old (even deleted Text Messages) will appear in your Net Mail Inbox and will be marked as read messages. At this time, you may reply to your messages if desired. Messages that are older than 7 days will be automatically deleted from the system.





## Changing My Destination

To receive messages abroad, you must change your Message Preference (My Destination) to **International**. This causes Two-Way Messages to be converted to Text Messages. There are three ways to change your preference:

- from your Nextel phone
- from nextel.com
- by contacting Nextel Worldwide Customer Care

### On Your Phone:

You may only change your Message Destination on the phone while in the domestic United States.

1	Prior to International departure, access the <b>Preferences</b> menu.
2	Scroll to <b>My Destination</b> and press  under OK. Your current Message Destination is displayed. <b>Domestic</b> is the default setting.
3	Pressing the right  toggles between the alternate destinations, <b>International</b> and <b>Domestic</b> . Press  to choose the desired destination. 

From nextel.com:

Use the convenience of nextel.com to change your Message Destination from anywhere in the world.

1	From the <b>MyNextel</b> tab on nextel.com, click <b>Send a Message</b> .
2	Click the <b>International Travel</b> link.
3	Enter your Nextel Member Name and Password and click <b>Login</b> .
4	Under <b>My Destination</b> click either <b>Domestic</b> or <b>International</b> to reflect your current or pending status.

Call Nextel Worldwide Customer Care:

If you need to change your Message Destination while abroad, Nextel Worldwide Customer Care can assist you. Call +360-662-5202 and be prepared to provide your Nextel Personal Telephone Number and your IMEI or SIM ID (see your phone's User's Guide for more information).

*Upon Your Return:*

Upon your return to the domestic United States, remember to reset your Message Preference to **Domestic**. Doing so will reset the delivery of Two-Way Messages as Net Mail/Browser Messages.



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# Mobile Email

Turn your Nextel phone into your mobile office with Mobile Email. Keep in touch with critical business and personal email while on the go. With Mobile Email you can:



- **Access Multiple Accounts** - Use your Nextel phone to access Microsoft Outlook or Lotus Notes corporate email, calendar, and contacts as well as existing Internet Service Provider (ISP) or Web-based email accounts. And, if you happen to be outside a coverage area, you can manage your corporate mail, calendar, and contacts from any computer or PocketPC with Internet access using nextel.com.
- **Manage Email** - Read, reply, compose, forward, delete email, and send and receive attachments from any computer or PocketPC with Internet access using nextel.com.
- **Manage Contacts** - Automatically synchronize your Microsoft Outlook or Lotus Notes contacts. You can also import your personal contact list from Outlook, Outlook Express, or Windows address book for quick access to essential information.
- **Access Your Calendar** - View your appointments for the next 14 days, as well as the previous 7 days. Create and respond to meeting new requests.
- **Create Customized Alerts** for your corporate mailbox and be notified of your most important incoming email(s).
- **Create Quick Text** messages you can use when you need to respond quickly to an email from your phone.
- **Delegate** an in-office colleague to provide real-time access to your data while you are out of the office.

With Nextel Mobile Email, your phone is your mobile office!

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Delegate Features	Page 68
ISP and Web-based Email Accounts	Page 68
Using Mobile Email Online	Page 69
Using the Delegate Feature	Page 74
Using Mobile Email on Your Phone	Page 78

## Mobile Email Requirements

To use Mobile Email, you must first register with Nextel (see “Registration” on page 7) and then set up access to your mailbox(es).

To access Microsoft Outlook or Lotus Notes accounts, you must download the **Nextel Desktop Assistant** (a small desktop application) to the PC used to access your Outlook or Lotus mail.

*To install the Nextel Desktop Assistant, your PC must meet the following minimum system requirements:*

A personal computer with:

- At least 32 MB of memory (64MB if you wish to use the delegate feature).
- At least 32 MB of available space on the hard drive.
- 200 MHz or faster processor.

A full-time Internet connection.

- Although your e-mail application does not need to be running, you need to leave your PC (or your delegate's PC) on and connected to the network.
- Your computer should not be set to use the "Power Management" feature since this may turn off your computer.

One of the following operating systems:

**Single user access:**

- Windows 95, Windows 98, Windows ME, Windows NT 4.0 (Service Pack 3 or later), Windows 2000, or Windows XP

**Multiple user access (Delegation):**

- Windows NT 4.0 (Service Pack 3 or later), Windows 2000, or Windows XP

One of the following Internet browsers:

- Microsoft Internet Explorer 4.0 or later for Windows 95, Windows 98, or Windows ME
- Microsoft Internet Explorer 5.01 or later for Windows XP, 2000, and NT
- Netscape 4.7, 6.1, or 6.2 (You may use Netscape, but the Desktop Assistant requires Internet Explorer installed on your system.)

*To access ISP or Web-based accounts, you must:*

- Have an existing email account from a POP3-accessible account

## **Microsoft Outlook and Lotus Notes Email Accounts**

Mobile Email supports access to an existing Microsoft Outlook or Lotus Notes email account, contact list, and calendar after downloading a

desktop client that enables real-time access between your Nextel phone and the email account. The Nextel Desktop Assistant automatically forwards contacts, calendar entries, and email between your corporate server and your phone, real-time, as long as the PC is logged in to your corporate network.

## Delegate Features

Mobile Email's delegate feature functions like an "Out of Office Assistant." If you'll be out of the office and unable to keep your computer logged on to your corporate server, have a colleague's computer automatically provide real-time access to your corporate email and data for you. The you can access your corporate email and data using any PC connected to the Internet. The Mobile Email delegate feature lets a single colleague act as a delegate for up to five Mobile Email users. For specific information, please see "Using the Delegate Feature" on page 74.

## ISP and Web-based Email Accounts

Mobile Email is designed to support access to one corporate mailbox and up to ten Web-based email accounts that use the POP3 email protocol. POP3, or Post Office Protocol 3, is a common method of receiving email from the Internet. With POP3, mail is received and held for you by your Internet Service Provider (ISP). Periodically, you check your mailbox on the ISP server and download any mail received.

Most ISPs offer email accounts that are POP3 accessible; however, some may charge an additional fee for access via POP3. Some accounts may need to be configured to work with the POP3 email protocol prior to use. To be certain Mobile Email supports your email account, contact your ISP for confirmation.

## Using Mobile Email Online

**NOTE:** If you need additional information not presented in this guide, please use the **Help** tab contained in the **Mobile Email** web page. The **Help** section provides extensive step-by-step procedures to guide you through your **Mobile Email** experience.

### Mailbox Setup

You may set up access to as many as ten different Internet email boxes and one corporate email account (Microsoft Outlook or Lotus Notes).

*Login to Mobile Email:*

1	From the <b>My Nextel</b> tab on nextel.com, navigate to <b>Mobile Email</b> .
2	Enter your Nextel Member Name and Password and click <b>Log In</b> .
3	Read and accept the Terms and Conditions of service.
4	The first time you access Mobile Email, you need to setup your mailbox(es). The Mailbox Setup Wizard assists you with setup. Determine the type of email access desired, <b>Corporate email</b> or <b>Internet email</b> , by clicking the radio button to the left of the appropriate selection. Click <b>Next</b> .

*To set up ISP or Web-based email access:*

1	To access ISP or Web-based accounts, select the radio button corresponding to the <b>Internet</b> email option and click <b>Next</b> .
---	--

- 2 Follow the prompts to enter your **email address** and **password**. Enter your **Name** as it should appear on outgoing messages. Click **Next**, then click **Finish**.

**NOTE:** If Mobile Email cannot identify the correct email server on which your email account resides, you receive a message “Unable to create your mailbox”. Contact your email provider and ask for the name of your POP3 mail server and verify your login name for that particular account. After obtaining the required information, return to Mobile Email to resume setup.

*To set up Microsoft Outlook or Lotus Notes access:*

- 1 To access Microsoft Outlook or Lotus Notes accounts, select the radio button corresponding to the **Corporate** email option and click **Next**.

- 2 Review the instructions for downloading the Nextel Desktop Assistant. Click **Download Now** and follow the online instructions.

**NOTE:** The Nextel Desktop Assistant must be downloaded to the PC that provides access to your Microsoft Outlook or Lotus Notes email account.

- 3 Once the application has been downloaded, follow the on-screen instructions to install and configure the Desktop Assistant to access your corporate email server.

- 4 Click **Finish**.

## Managing Email

The Email tab lets you manage email and set up access to additional email accounts, edit your existing account information (including updating email addresses, passwords and signatures), or delete email boxes. The default view after logging in to Mobile Email is the **Inbox**, if you only have one mailbox configured. If you have multiple mailboxes configured:

- |   |  |
|---|--|
| 1 | Click on the <b>Email</b> tab from the Mobile Email home page. |
| 2 | Click on the desired mailbox from the list displayed.          |

## Contacts

**NOTE: Contacts within Mobile Email are not the same contacts that are found in Nextel Address Book.**

The contacts page contains names, email addresses, and phone numbers of people important to you and your business. Access the same contact information from your phone. With Mobile Email contacts, you can:

- Create a personalized list of business and personal contacts
- Import your contacts from Microsoft Outlook, Outlook Express, or Windows Address Book
- View your Global Address List that contains all contacts within your corporate environment. Nextel's Desktop Assistant automatically synchronizes your Outlook contacts between your corporate server and your Nextel phone.

**NOTE: Importing contacts from Microsoft Outlook or Outlook Express (rather than synchronizing contact information via the Nextel Desktop Assistant) requires the use of Microsoft Internet Explorer version 5.0 and the installation of an ActiveX control. Some corporate firewalls may restrict certain types of ActiveX controls. If you have difficulty installing this control via a corporate LAN, consult your system administrator or IT Help desk.**

- Access your contact information from your Nextel phone or from a PC or PocketPC with Internet access.

**NOTE: Lotus Notes contacts are stored on your local desktop rather than on the Notes server. Therefore, your contacts are synchronized between your desktop and your phone the next time your computer logs onto the corporate network.**

Contacts are displayed alphabetically according to how the contact was entered in the Contact or Outlook display fields. For example, if you entered the contact name as John Smith, the contact appears in the “J” range. If you entered the contact name as Smith, John, the contact name appears in the “S” range.

## Calendar

Mobile Email lets you view your requested, scheduled, and tentative appointments, as well as event details for the current day, fourteen days ahead, and the previous seven days. You can respond to meeting requests and add appointments from your phone or through the Mobile Email home page on your PC. All meeting requests are automatically displayed on your Mobile Email Calendar. Mobile Email displays up to four meetings requested for the same time slot. To update the displayed calendar information, click the **Check Calendar** link.

## Desktop Assistant

**NOTE: Features of the Desktop Assistant tab are only available to customers who have installed the Nextel Desktop Assistant.**

The **Desktop Assistant Status** page tells you if corporate data is available or unavailable, and lists the state of your own corporate PC (active/inactive) and the PCs of your delegated colleagues (pending, if you're waiting for a colleague to accept your invitation request, and connected/disconnected, for active ones). You can view the status anytime by clicking Desktop Assistant in the navigation bar. For specific information regarding delegates, please see “Using the Delegate Feature” on page 74.

### Alerts

**NOTE:** Mail alerts count as a text message in your service plan.

Create custom filters to assist you in managing your email. Mobile Email sends a Message Mail alert to your Nextel phone when you receive email messages that match the criteria you define. For example, you can be notified when you receive new email, a high priority email, or an email from a particular person such as your boss or your spouse. Alerts can be set to respond to message activity in a specific email box or in all email boxes set up in Mobile Email.

### QuickText

QuickText messages are short messages you create on the Web site for use when sending Mobile Email messages from your phone. You may create up to 10 QuickText messages and each may contain up to 60 characters. QuickText messages can be used as an original message or as a reply.

### Settings

Email that you send from your phone does not appear in the Sent Mail folder on your desktop. Therefore, it is suggested that you use the option in **Settings** to have a copy of your outgoing email messages sent to your inbox.

Mobile Email can also prompt you prior to deleting an email from your phone. With this option enabled, you receive the message **Are you sure you want to delete this message?** before the mail is deleted from the system.

## Using the Delegate Feature

With Mobile Email, the delegate feature enables a colleague to provide you with real-time access to your corporate email and shared folders on your network even when you need to take your laptop with you. A delegate essentially maintains communication between your corporate mail server and your Mobile Email account on your behalf. The colleague that you choose as a delegate neither sees nor has access to your login credentials or your personal data. If you use Microsoft Outlook, your delegate ensures that you have real-time access to email, contacts, and calendar information, as well as to shared network folders. If you use Lotus Notes, your delegated colleague keeps you posted with the most current email and calendar items.

**NOTE: Because Lotus Notes contacts are stored on your local desktop instead of the Notes server, contacts are updated between your desktop and your phone the next time your computer logs onto the corporate network.**

You may choose any co-worker who resides in your corporate address book. A colleague may be a delegate for themselves and for five other Mobile Email users at one time.

The delegate does not have to be a Mobile Email user but it is suggested that you choose a delegate who:

- leaves their PC turned on and logged into the corporate network
- has a nextel.com Member Name and password
- is willing and able to download the Nextel Desktop Assistant

*To Select a Delegate:*

1	Double-click the <b>Nextel Desktop Assistant</b> in your system tray.
2	Select the <b>Delegate your connection</b> link.
3	A <b>Delegate Your Connection</b> window appears. Select a delegate from your corporate address list. In the <b>To:</b> field, enter the colleague's email address that you want for your delegate. If you wish to browse the corporate directory, click <b>To:</b> , enter your search, and click <b>OK</b> .
4	Enter your Mobile Email password and click <b>OK</b> .

An email is automatically sent to the selected delegate. Once they accept, your colleague downloads and installs the **Desktop Assistant** per the instructions in the email. Your colleague's computer is then ready to serve as your delegate and provide you with real-time access to your corporate data.

You do not receive an email notifying you that your colleague has accepted your delegation request. To view the status of your delegates and delegation requests, double click the **Nextel Desktop Assistant** and your delegate's name should appear beneath the **These users provide access to your data** heading.

**NOTE:** In some corporate environments, a colleague may need administrator rights to install Desktop Assistant and act as a delegate for a colleague. If this is the case, you receive an error message. Please contact your system administrator or IT Help desk for more details.

*To Accept a Delegation Request:*

You receive an email with an attachment notifying you that a colleague has requested a delegate connection. Please read and understand the instructions and proceed as appropriate.

Registered nextel.com users with Desktop Assistant installed:

1	Open the email invitation and double-click the <b>invite.vdi</b> file that is attached.
2	A dialog box appears. Select <b>Open it</b> and click <b>OK</b> .
3	A <b>Nextel Desktop Assistant</b> dialog box appears asking you to verify you want to provide access to your colleague. Click <b>Yes</b> .
4	You receive a confirmation. Click <b>OK</b> to complete the process.

Users that do not have Desktop Assistant installed:

1	Click the link provided in the invitation email, which directs you to the <b>Mobile Email Delegate Invitation</b> page. Read and accept the Terms and Conditions and click <b>Yes</b> .
2	You are directed to the <b>Download Desktop Assistant</b> page. Please read the instructions and click <b>Download</b> .
3	A File Download box appears. Select <b>Run this program from its current location</b> and click <b>OK</b> .
4	At the <b>Security Warning</b> , click <b>Yes</b> .
5	Next, follow the on-screen instructions to install and configure <b>Desktop Assistant</b> .

---

6	Once installation is complete, you are presented with the <b>Welcome</b> page. <ul style="list-style-type: none"><li>• If you are not a Mobile Email user but still want to serve as a delegate for a colleague, select <b>No, I am installing to provide access for a colleague</b> and click <b>Next</b> to complete the installation process.</li><li>• If you are an existing user of Mobile Email, select <b>Yes, I have a Mobile Email account</b> and click <b>Next</b>. Follow the on-screen instructions to complete configuring your Desktop Assistant.</li></ul>
7	Once the Desktop Assistant installation and configuration steps are complete, return to the email invitation and double-click the <b>invite.vdi</b> file that is attached.
8	A dialog box appears. Select <b>Open it</b> and click <b>OK</b> .
9	A <b>Nextel Desktop Assistant</b> dialog box appears asking you to verify you want to provide access to your colleague. Click <b>Yes</b> .
10	You receive a confirmation. Click <b>OK</b> to complete the process.

## Help

The **Help** selection on the navigation bar lets you access Mobile Email's extensive online help. The Help has the answers to most any question you might have on how to access your messages, contacts, and calendar information from either the Mobile Email's Web site or your Nextel phone or PDA.


## Sign Out

To end your Mobile Email web session, just click **Sign Out** at the bottom of the navigation bar.

Now you're ready to go mobile!


## Using Mobile Email on Your Phone

Mobile Email keeps you in touch with critical information while on the go. With mobile access to your email and contact information, your office is wherever you take your Nextel phone.

- 1 From the NOL home page on your phone, scroll to **Email & More** and press  under **OK**.




- 2 Scroll to **Mobile Email** and press  under **OK**.

- 3 The Mobile Email login screen displays. Scroll to **Login** and press  under **Go**.

- 4 Enter your Nextel Member Name and press  under **OK**.


**NOTE:** Member Name and Password fields are case-sensitive. To change to uppercase, press and hold # until the word alpha changes to ALPHA. To return to lowercase, press and hold # until the word changes back to alpha.


- 5 Enter your Nextel Password and press  under Login.

- 6 After you complete the login, the Mobile Email **Home** menu displays.

## Mail

### Accessing Email



1 To access your email, from the Mobile Email **Home** menu scroll to **Mail** and press  under **Go**. A menu displays the email boxes that you previously set up on nextel.com.

2 Scroll to the desired email account and press  under **Go**. The designated email inbox displays.

**NOTE: If only one email box has been set up, your Inbox displays. Proceed to step 3.**

3 Scroll to the desired email and press  under **Read**.

**NOTE: New email that you read on your phone is marked read in your desktop email inbox. Email that you access on your phone is automatically left on your email server so that it is still available to you when you go back to your PC.\***

4 When finished, press  under **Done**, or press  under **Menu** for additional options, such as **Delete**, **Reply**, **Reply All**, and **Forward**.






\* Typically, desktop email programs like Microsoft Outlook Express and Eudora remove email automatically from the email server and download it to your PC. Once it has been removed from the email server, it is no longer accessible from your phone or from another PC. As a result, you only see new mail on your phone when you are away from the office. However, you may choose to see all of your email on your phone, even mail you have already accessed from your PC. From your desktop email application, select the option that automatically leaves your email on the server until you decide to delete it.

## Check Email

The Nextel Desktop Assistant automatically directs your email entries to your Nextel phone as long as your PC or your delegate's PC remains logged into your corporate network and it is connected to the Internet. To refresh your view and ensure you have the latest data from the corporate server, from your Inbox, scroll to [**Check Email**] and press A under OK.

## Deleting Email


1 From your email **Inbox** on the phone, scroll to the message to be deleted and press  under **Menu**. Or, after reading an email to be deleted, press  under **Menu**.


2 Scroll to **Delete** and press  under **OK**.

3 To delete the message, press  under **Yes**, otherwise, press  under **No**.


**NOTE: Email that you delete on your phone is deleted from your account.**

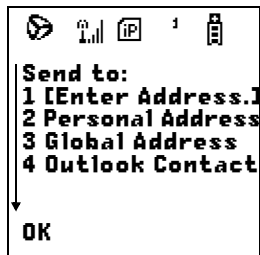
## Replying to Email

1 After reading an email to which you would like to reply, press  under **Menu**.




2 Scroll to **Reply** or, to reply to the entire distribution list, scroll to **Reply All** and press  under **OK**.

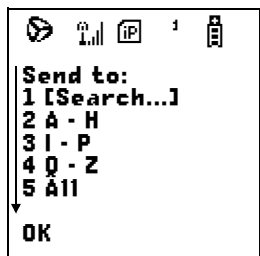
3 If you want **Enter more addresses**, scroll to **Yes** and press  under **OK**. Otherwise, scroll to **No** and click **OK**.

- 4 From the **Send to** screen, scroll to **[Enter Address]** to enter a new address or highlight the desired Address list and press  under **OK**.






**To Locate a Contact:**

- To Search for a contact, scroll to the address list you would like to search and press  under **OK**.
- If you have more than 8 contacts with email addresses, the contacts are organized in alphabetical ranges. To locate a contact, scroll to the alpha range containing the first letter of the contact name and press  under **OK**. Scroll to the desired contact name and press  under **OK**.






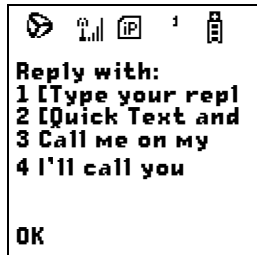
**NOTE: Only contacts with stored email addresses display.**

- 5 Repeat the previous steps until all email addresses or contacts have been added. When complete, scroll to **No** and press  under **OK**.

- 6 The **Reply with** screen displays. To create a custom reply, scroll to [**Type your reply**] and press  under **OK**. Use T9 Text Input (word mode) to type your message. (See “Using T9® Text Input” on page 17.) When complete, press  under **Send**.

- 7 To use a QuickText message, scroll to the desired response and press  under **Send**.












- 8 To add to one of your QuickText messages, scroll to [**Quick Text and type your reply**] and press  under **OK**. Scroll to the desired response and press  under **Add**. Enter the additional information and press  under **Send**.



**NOTE:** Email that you send from your phone does not appear in Sent Mail on your desktop. You may choose to have a copy of your outgoing messages sent to your inbox by selecting that option from the Settings tab in Mobile Email on your PC.













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## Forwarding Email

1	After reading an email to be forwarded, press  under <b>Menu</b> .
2	Scroll to <b>Forward</b> and press  under <b>OK</b> .
3	<p>From the <b>Send to</b> screen, scroll to [<b>Enter Address</b>] to enter a new address or scroll to the desired contact name and press  under <b>OK</b>.</p> <ul style="list-style-type: none"><li>• You may also find a contact using the search feature or browsing the alpha ranges. Please see the <b>Contacts</b> section.</li></ul>
4	To send the message to additional email addresses, scroll to <b>Yes</b> and press  under <b>OK</b> . Repeat the previous steps until all email addresses or contacts have been added. When complete, scroll to <b>No</b> and press  under <b>OK</b> .
5	<p>The <b>Forward with</b> screen displays. To create a custom message, scroll to [<b>Type your msg</b>] and press  under <b>OK</b>. Use T9 Text Input (word mode) to type your message. (See “Using T9® Text Input” on page 17.) When complete, press  under <b>Send</b>.</p> <ul style="list-style-type: none"><li>• To use a QuickText message, scroll to the desired response and press  under <b>Send</b>.</li><li>• To add to one of your QuickText messages, scroll to [<b>Quick Text and type your reply</b>] and press  under <b>OK</b>. Scroll to the desired response and press  under <b>Add</b>. Enter the additional information and press  under <b>Send</b>.</li></ul>

**NOTE:** Email that you forward from your phone does not appear in Sent Mail on your desktop. You may choose to have a copy of your outgoing messages sent to your inbox by selecting that option from the Settings tab in Mobile Email on your PC.

## Composing Email


1	From the Mobile Email <b>Home</b> menu, scroll to <b>[Compose]</b> and press  under <b>Go</b> .
2	If you have multiple email boxes in Mobile Email, choose the account from which you send the email by scrolling to the appropriate email box and pressing  under <b>OK</b> .
3	From the <b>Send to</b> screen, scroll to <b>[Enter address]</b> to enter a new email address or scroll to the desired contact name and press  under <b>OK</b> . <ul style="list-style-type: none"><li>• You may also find a contact using the search feature or browsing the alpha ranges. Please see the <b>Contacts</b> section.</li></ul>
4	To send the message to additional email addresses, scroll to <b>Yes</b> and press  under <b>OK</b> . Repeat the previous steps until all email addresses or contacts have been added. When complete, scroll to <b>No</b> and press  under <b>OK</b> .
5	Enter a subject if desired and press  under <b>OK</b> . The <b>Send</b> screen displays. To create a custom message, scroll to <b>[Type your msg]</b> and press  under <b>OK</b> . Use T9 Text Input (word mode) to type your message. (See “Using T9® Text Input” on page 17.) When complete, press  under <b>Send</b> . <ul style="list-style-type: none"><li>• To use a QuickText message, scroll to the desired response and press  under <b>Send</b>.</li><li>• To add to one of your QuickText messages, scroll to <b>[Quick Text and type your reply]</b> and press  under <b>OK</b>. Scroll to the desired response and press  under <b>Add</b>. Enter the additional information and press  under <b>Send</b>.</li></ul>



**NOTE:** Email that you send from your phone does not appear in Sent Mail on your desktop. You may choose to have a copy of your outgoing messages sent to your inbox by selecting that option from the Settings tab in Mobile Email on your PC.

## Contacts


**NOTE:** Contacts within Mobile Email are not the same contacts that are found in the Nextel Address Book.

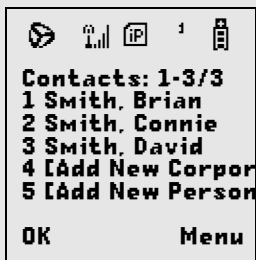
1 From the Mobile Email **Home** menu, scroll to **Contacts** and press  under **Go**.


2 Scroll to the desired Address Book and press  under **OK**.




3 To Search for a contact, scroll to **[Search]** and press  under **OK**. Enter a few letters of the name you wish to find and press  under **OK**. Your search results are displayed on the screen.

**USER TIP:** When performing a search, type your search criteria in alpha mode.

- Or, scroll to the alpha range containing the first letter of the contact name and press  under **OK**. All contacts contained in that range display.






4 Scroll to the desired contact and press  under **OK**. The phone numbers and email address associated with that contact display.

- 5 To initiate a phone call to your contact, scroll to the desired phone number and press  under **Call**. Or, to address an email, scroll to the email address and press  under **Send**. Additional contact information can be found by scrolling to [**More**] and pressing  under **More**.

### *Adding Contacts*

In addition to viewing contact information on your phone, you can also add contacts from your phone.





- 1 From the Mobile Email **Home** menu, scroll to **Contacts** and press  under **Go**.
- 2 Scroll to [**Add New Corporate Contact**] or [**Add New Personal Contact**] and press **OK**.  
**NOTE: Corporate contacts are synchronized with your desktop contacts. Personal contacts are not synched.**
- 3 Scroll to the contact information that you want to input and press  under **Edit**.
- 4 When complete, press  under **Done**.

### *Editing Contacts*

To edit a contact from the phone:

- 1 From the Mobile Email **Home** menu, scroll to **Contacts** and press  under **OK**.

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2	Locate and select the contact you wish to edit by using <b>[Search]</b> or selecting the appropriate alpha range.
3	Scroll to <b>[Edit Contact]</b> and press  under <b>Edit</b> .
4	Scroll to the contact information you wish to edit and press  under <b>Edit</b> .
5	Enter the correct information and press  under <b>OK</b> .
6	When complete press  under <b>Done</b> .

## Calendar









Mobile Email gives you real-time access to your Outlook or Notes calendar and allows you to respond to meeting requests. The calendar displays events scheduled or requested for the current day, previous 7 days and the next 14 days.

**NOTE:** When events or appointments overlap, they are listed in the order received.

### *View Current Day*

1	From the Mobile Email <b>Home</b> menu, scroll to <b>Calendar</b> and press  under <b>Go</b> . The current day's events are automatically displayed.
2	Select the specific event to be viewed and press  under <b>View</b> to display the event date, time, location, and attendees.
3	When finished, press  under <b>Done</b> .

### *View a Specific Day*

1	From the Mobile Email <b>Home</b> menu, scroll to <b>Calendar</b> and press  under <b>Go</b> .
2	Press  under <b>Menu</b> to display additional links.
3	Scroll to [ <b>Go to day</b> ] and press  under <b>OK</b> .
4	Choose the day you wish to view or scroll to [ <b>Enter date</b> ] and press  under <b>OK</b> . Mobile Email allows you to view calendar events for the 7 days previous to the current date and 14 days after the current date.
5	Enter the date in the mm/dd/yy format and press  under <b>OK</b> .
6	Select the specific event to be viewed and press  under <b>View</b> to display the event date, time, location and attendees.
7	When finished, press  under <b>Done</b> . Or, press  under <b>Menu</b> for additional menu options.

### **Viewing Attachments**

When you check your email using your Nextel phone, Mobile Email notifies you when an email contains an attachment. If you wish to view the attachments, login to the Mobile Email web page from a PC or PocketPC with Internet access.

## Mobile Phone Message Indicators

- ! indicates high priority messages.
- + indicates messages with attachments.
- \* indicates alerted messages.

Press  under **Menu** for a list of other options:






- View list of attachments
- View detailed message header information
- Change to the Sent or Deleted items folders (for your corporate mailbox)
- Select message response options



## PocketPC


If you use a PocketPC PDA, you can also download and save attachments to your PDA, and open them if they are associated with a resident application. Click on the attachment link. A standard PocketPC download screen appears, allowing you to download the file to your main memory or a directory of your choosing.

## PDA Message Indicators:

-  Message
-  Read message
-  Message with attachment
-  Read message with attachment
-  Meeting invitation

 Read meeting invitation

 Meeting invitation with attachment

 Read meeting invitation with attachment

*High Priority Message Indicators:*



*Low Priority Message Indicators:*











## Settings

The Settings option enables you to edit, delete, or add mailboxes to your Mobile Email account and also enables you to turn on/off Alerts you have configured from the Mobile Email web page.

If you decide to change your email address or password on an existing email account, you must also update your Mobile Email account configuration. You may edit your mailbox configuration on the Web site or you may edit your account from your Nextel phone under the **Mailboxes** tab.





Configuration on the phone:

- |   |   |
|---|---|
| 1 | From the Mobile Email <b>Home</b> menu, scroll to <b>Settings</b> and press  under <b>Go</b> .   |
| 2 | If you would like to edit your mailboxes, scroll to <b>Mailboxes</b> and press  under <b>Go</b> . Scroll to the mailbox to be edited and press  under <b>OK</b> . |

- 
- |   |   |
|---|---|
| 3 | Scroll to <b>Edit Mailbox</b> and press  under <b>Edit</b> .   |
| 4 | You may edit your <b>display name</b> or <b>email address</b> , and with ISP or Web-based email accounts, you may also edit your <b>password</b> . Scroll to the selection to be edited and press  under <b>Edit</b> .   |
| 5 | Enter the new information so that the Mobile Email configuration is consistent with the changes made to your email account. When complete, press  under <b>OK</b> . After all necessary information has been modified, press  under <b>Done</b> . |
| 6 | A confirmation box displays. To save the changes, press  under <b>Yes</b> .  |






## Deleting Mailboxes

To delete a mailbox from Mobile Email:






- |   |   |
|---|---|
| 1 | From the Mobile Email <b>Home</b> menu, scroll to <b>Settings</b> and press  under <b>Go</b> . |
| 2 | Scroll to the mailbox to be deleted and press  under <b>OK</b> .                               |
| 3 | Scroll to <b>Delete Mailbox</b> and press  under <b>Del</b> .                                  |
| 4 | A confirmation box displays. To delete the email box, press  under <b>Yes</b> .              |

## Adding Mailboxes

You can set up a new POP 3 mailbox directly from your Nextel phone.

1	From the Mobile Email <b>Home</b> menu, scroll to <b>Settings</b> and press  under <b>Go</b> .
2	Scroll to [ <b>New Mailbox</b> ] and press  under <b>Go</b> .
3	When prompted, enter your email address and press  under <b>OK</b> .
4	Enter your email password and press  under <b>OK</b> .
5	Enter your email username and press  under <b>OK</b> . Your username is usually the portion of your email address preceding the “@” symbol.
6	Mobile Email may automatically provide the name of your POP3 server based on the information contained in the database. However, if it is not automatically displayed, you must enter the name of your POP3 server. You may need to contact your ISP to obtain this information.
7	A confirmation notice, <b>Mailbox has been added! Press OK to finish.</b> displays once your mailbox has been successfully configured.



### Configuring Alerts:

1	From the Mobile Email <b>Home</b> menu, scroll to <b>Settings</b> and press  under <b>Go</b> .
2	Scroll to <b>Alerts</b> and press  under <b>Go</b> .
3	Scroll to Turn Alerts On and press  under <b>Go</b> .
4	Press  under <b>Yes</b> to turn Alerts on or press  under <b>No</b> to keep Alerts turned off.

### Desktop Assistant Status

From your phone, you can view the status of delegate connections. This enables you to determine who is providing you with access to your corporate email. If you are having trouble retrieving email, this is a good place to see whether your delegates are available and connected.

To determine the status of delegate connections:

1	From the Mobile Email <b>Home</b> menu, scroll to <b>Desktop Assistant</b> and press  under <b>Go</b> .
2	The Desktop Assistant status displays as <b>Available</b> or <b>Unavailable</b> .
3	Computers providing you with access to your corporate email also displays under <b>Connections</b> . Press  under <b>Home</b> to return to the Mobile Email <b>Home</b> menu.

## Sign Out

For security purposes, to prevent unauthorized access to your account, it is strongly suggested that you sign out each time you end your session. If you forget to sign out, the Mobile Email application remains available for use by anyone in possession of the phone.

- 1 From the Mobile Email **Home** menu, scroll to **[Sign Out]** and press  under **OK**.

After you sign out, another user can access their Mobile Email on your phone simply by substituting their member name and password at the Login screen. Please note that alerts are specific to the phone. Another user's alerts do not appear on your phone.





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# AOL® Instant Messenger™

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## AOL® Instant Messenger™ Requirements


To use AOL® Instant Messenger™ (AIM®) service you must have an AOL, CompuServe 2000®, Netscape® or AIM screen name. To get an AIM screen name, go to <http://www.aol.com/aim>.

## Using the AIM® Service on Your Phone

### Signing On

Sign on to AOL Instant Messenger service by completing the following instructions:

1	Begin at the Nextel Online home page on your phone.
2	Scroll to <b>Email &amp; More</b> and press  under OK.
3	Scroll to <b>AOL Instant Messenger</b> and press  under OK.
4	Scroll to <b>Sign On</b> and press  under OK.
5	Enter your screen name and press  under OK. <b>NOTE: Screen names are not case sensitive.</b>


- 6 Enter your password and press  under OK.

**NOTE: Passwords are case sensitive.**

Signing on to the AIM service on your Nextel phone will automatically sign you off of a session you are using on a different device.


Your AIM session remains active until you specifically sign off the service, sign on using another device or allow 8 hours of inactivity to elapse. So, you can continue to receive messages while using other phone functions or Nextel Online services.


### *The Mobile Device Icon*

When you sign on to the AIM service from your phone, your friends, family and colleagues (using AOL or the AIM service on a computer) will see a mobile device icon  displayed next to your screen name in their Buddy List feature. The Mobile Device icon indicates that you are using your phone to send messages and they could expect shorter messages or perhaps more time to elapse between messages.

### **Signing Off**

When you are done using the AIM service, it's best to sign off so other AIM users know you are offline. Until you sign off, your screen name remains "online" to other AIM users. Signing off the AIM service also prevents others from using your screen name on your phone. To sign off:

- 1 From the AIM main page, press  under MENU.

- 2 Scroll to **Sign Off** and press  under OK.

## AIM® Overview

When you sign on to the AIM service, the AIM main page displays current instant messaging conversations and the screen names from your Buddy List feature that are online and offline.



Conversations lists your current AIM conversations.

Online Buddies lists the screen names from your Buddy List feature that are currently signed on to the AIM service and available to instant message.

Offline Buddies lists the screen names from your Buddy List feature that are not currently signed on to the AIM service.

## Screen Name Symbols

Symbols displayed next to screen names indicate that screen name's current status.


- \* **New Message:** You have a new message from this screen name.
- ! **Alert:** An alert has been set for this screen name so you will be notified when this screen name signs on to the AIM service.
- = **Away:** This screen name is away and unavailable to instant message.
- ? **Uncertain:** This screen name may be offline.

- X Rejected:** You have declined and will not receive instant messages from this screen name.

### Menus

When MENU is displayed in the lower right corner, there are additional menu options available.

#### List Menu

From the AIM main page, press  under MENU to access the **List Menu** where you can:





- get new messages
- send a message to a screen name not on your Buddy List feature
- add new screen names to your Buddy List feature
- set AIM options; such as, change your status to Away
- sign off the AIM service

#### Conversations Menu

While displaying an active conversation, press  under MENU to access the **Conversations Menu (Conv. Menu)** where you can:

- get new messages
- access quick replies
- end and instant messaging conversation

### Help




When in the List Menu, press  under INFO to access **AIM Help**. You can also obtain Help when the menu icon  is present on the phone display. Press  to change the display options, then press  under help.


## The Buddy List® Feature

If you use the AIM service on a PC, a new group called Mobile Device is created, the first time you sign on to the AIM service, on your phone. The first 30 screen names from your Buddy List feature are moved to this group. The Mobile Device group represents your Buddy List for use on your phone and will display in the Online Buddies or Offline Buddies lists on your phone.




### *Adding Screen Names to your Buddy List® Feature*

You may have a total of 30 screen names in the Mobile Device group in your Buddy List feature. To add a screen name:

- |   |   |
|---|---|
| 1 | From the AIM main page, press  under MENU to access the <b>List Menu</b> . |
| 2 | Scroll to <b>Add Name to Buddy List</b> and press  under OK.               |
| 3 | Enter the screen name and press  under OK.                                 |

**NOTE:** After adding a name to your Buddy List feature, press  under MENU. Scroll to Get New/Update List to display the screen name's current status.

### *Deleting Screen Names from your Buddy List® Feature*

- |   |  |
|---|--|
| 1 | From the AIM main page, scroll to the screen name you want to delete and press  under MENU. |
| 2 | Scroll to <b>Delete screenname</b> and press  under OK.                                     |
| 3 | Press  under ERASE to delete the screen name.   |


**NOTE:** You must first end any active conversations with the screen name before you can delete that screen name.

## Conversations

When you first sign on to the AIM service, there are no active conversations. As conversations are initiated, they are displayed in the **Conversations** list.





### *Sending Messages*

#### Sending a Message to an Online Buddy

To send a message to one of the online Buddy list screen names, scroll to the desired screen name and press  under SEND and type your message.

#### Sending a Message to any Screen Name

To send a message to a screen name that is not in your Buddy List feature:


- |   |   |
|---|---|
| 1 | From the AIM main page, press  under MENU to display the <b>List Menu</b> .  |
| 2 | Scroll to <b>Send Msg to...</b> and press  under OK. Enter the screen name and press  under OK. |
| 3 | Use a <b>Quick Reply</b> or type your message and press  under SEND.   |

## Receiving and Viewing Messages


When you receive a new message, your phone will alert you with a Net Mail or Browser Message (See “Net Mail Alerts” on page 104).

- 1 Press  under GO TO to open the AIM main page.

**NOTE: When you receive a message from a screen name that is not in your Buddy List feature, you will be prompted to accept or reject the message. If you reject the message, all subsequent messages from that screen name will be declined until you send them a message or re-accept them.**


- 2 An asterisk (\*) next to a screen name indicates you have received a new message from that screen name. Scroll to the desired screen name and press  under VIEW to open the conversations page.


## Replying to Messages

After viewing a message, you may send a reply by pressing  under Reply and typing your message or by using a Quick Reply.


### Quick Replies


Quick Replies are a collection of smileys, greetings and other phrases that enable you to send messages and coordinate with others quickly and easily.

- 1 Scroll to **Quick Reply** and press  under QUICK.

- 2 Choose the type of reply desired: Smileys, Greetings, Coordination or Status and press  under OK.

**NOTE: When you send a smiley to an AIM user on a PC, they will see the actual “smiley” graphic.**

- 3 Choose the desired reply and press  under OK. You may add additional text to the message if desired.

- 4 When complete, press  under SEND.

### *Ending Conversations*

Ending a conversation clears all previous messages in the conversation and updates the screen names' status.

- 1 To end a conversation, press  under MENU to open the **Conversation** list.

- 2 Scroll to **End Conversation** and press  under OK.







### *Setting Alerts*

Customize your AIM service by setting alerts to notify you when you receive new messages or when your Buddies are online.


#### *Net Mail Alerts*

Each time you receive a new message, your phone sends a Net Mail or Browser Alert. The default setting is a ring tone. With some phone models, you can change the Net Mail Alerts to vibrate and/or silent.

For *i30sx*, *i50sx*, *i55sr*, *i80sx*, *i85s*, *i90c* and *i95cl* phones:




1	From the idle screen, press  to access the Main Menu
2	Scroll to <b>Settings</b> and press  under SELECT.
3	Scroll to <b>Ring/Vibe</b> and press  under SELECT.
4	Scroll to <b>Netmail</b> and press  under SELECT.
5	Scroll to <b>Type</b> and press  under CHANGE.
6	Scroll to the desired type and press  under SELECT. Choose between ring, vibrate or silent.

For *i700plus*, *i1000plus*, and *i2000plus* phones:

1	From the <b>Phone Ready</b> screen, press the following keys in rapid order: <b>*#9</b> , to display the <b>Vibrate Alert</b> menu.
2	Press  under All to set all alerts to vibrate.




### *Buddy Alerts*

You can be notified when a screen name in your Buddy List feature signs on to the AIM service.

- |   |   |
|---|---|
| 1 | Scroll to the desired screen name and press  under MENU.   |
| 2 | Scroll to <b>Set Alert for screenname</b> and press  under OK.   |
| 3 | Press  under YES to set the alert. When the screen name signs on, you will receive a Net Mail Alert and a new message will display in the <b>Conversations</b> list. |

### *Disabling Alerts*

You can temporarily disable the Net Mail Alerts associated with the AIM service by setting your status to “Away (Do Not Disturb)”. When your status is set to “Away,” other AIM users will see an “Away” icon (=) next to your screen name and will receive a message that you are currently unavailable; however, you will continue to receive your messages. To change your status:

- |   |  |
|---|--|
| 1 | From the AIM main page, press  to access the <b>LIST MENU</b> . |
| 2 | Scroll to <b>AIM Options</b> and press  under OK.              |
| 3 | Scroll to <b>Set My Status to Away</b> and press  under OK.   |

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# Address Book


Address Book is a Web-based contact management tool. It enables you to organize, categorize, customize and maintain contact information for the people important to you.

Anywhere within the Nextel coverage area, you can view all your contact information on the phone display. Additionally, Address Book enables you to easily send your Phonebook or Phone List entries over-the-air and store them on your phone. And, for added convenience, Address Book has been integrated with Two-Way Messaging.

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## Address Book Requirements


To use Address Book, you must first register with Nextel and then activate, or login to, Address Book from your phone (see “Registration” on page 7). Activating Address Book on your phone sends essential information from your phone to the Web Address Book.

- 1 From the NOL home page on your phone, scroll to **Nextel.com** and press  under OK.



2 Scroll to **Address Book** and press  under OK.

3 If prompted, enter your Member Name and Password exactly as they are registered with Nextel.

**NOTE: Member Name and Password fields are case-sensitive. The default to enter information is lowercase. To change to uppercase, press and hold  until the word alpha changes to ALPHA.**

4 After you complete the login, the **Address Book** main menu will appear.

## Using Address Book Online

From the **MyNextel** tab on nextel.com on your PC, navigate to **Address Book**. You will be required to provide your Nextel Member Name and Password. Context-sensitive instructions can be found by clicking the **Help** tab in the navigation bar.

### Address Book Tab

Select the Address Book tab to open the Address Book main page. This page displays a portion of the contact information captured in Address Book, such as name, company, and primary phone number. You may store up to 500 contact records in your Address Book and view the information on your phone. Add contacts to your Address Book individually or import them from your Nextel Account or from Microsoft Outlook.

### Grouping Contacts

To organize your Address Book, create Categories and Distribution Lists.

- **Categories:** Use categories to group contacts according to a common characteristic, such as Marketing Department or Friends.
- **Distribution Lists:** A distribution list is a group of contacts to whom you may frequently send messages, such as Project Team or Sales Staff, and is designed to work with Nextel Mobile Messaging.

### *Categories Tab*

You may create up to 10 categories. However, you may not assign a contact to more than one category. Each category you create appears in the **Select Range** drop-down box on the Address Book main page.

### *Distribution Lists Tab*

If you tend to send Text or Two-Way Messages to multiple contacts, grouping those contacts into Distribution Lists may be helpful. You may create 20 Distribution Lists with 20 contacts in each list. Unlike Categories, contacts may be assigned to more than one Distribution List.

**USER TIP:** When grouping contacts into Distribution Lists, you may want to designate the mobile phone number as the primary phone number to facilitate sending messages. (Messages cannot be sent to an email address from Send a Message on nextel.com.)

### **Using “Click To” Services**

Address Book is designed to work with Nextel Messaging applications. And, for *plus*-series phone users, “Click To” Services is a quick way to add contacts to your Speed Dial or Private ID Lists. Select an individual contact, multiple contacts or a Distribution List from your Address Book and “Click To” a particular Nextel feature or application.

### **Phonebook Tab**

⇒ **For Internet-Ready, SIM-Based Phones (excluding the i2000plus phone)**

The Phonebook section displays the Address Book contacts and phone numbers you want stored on your phone. Store up to 250

frequently used names and numbers, using the convenience of your computer keyboard, then send that information to your phone for mobile access.

**NOTE:** This information is available even when outside of the Nextel coverage area.

## Phone Lists Tab

### ⇒ For *Plus-Series* Phones

Phone Lists enable you to enter or link up to 100 names and phone numbers for Speed Dial and Private ID Lists using your computer and then send that information to your phone over the air for quick and easy dialing access.

**NOTE:** This information is available even when outside of the Nextel coverage area.


## Administrative Functions—Admin Tab

Within Address Book, specific administrative functions are available online to anyone who registers with Nextel as an Account Administrator. As an Account Administrator, you will be able to view general account information, a list of phones on the account, talkgroup lists, as well as create and manage templates for over-the-air programming of phones on your account. For more information, see “Address Book Admin” on page 123.

**NOTE:** An Access Code (PIN code) is NOT required to use the Address Book Account Administrator function. Also, it is not necessary to have a Nextel phone to be an Account Administrator.

## Using Address Book on Your Phone

The most exciting feature of Address Book is that you have access to all your contact information from the phone! To access the Address Book application on your phone:


1 From the NOL home page on your phone, scroll to **Nextel.com** and press  under OK.

2 Scroll to **Address Book** and press  under OK.

You have the option to view the contact data stored in Address Book or send/receive Phonebook entries (Phone Lists for *plus*-series phone users).

## Accessing Contact Information

### *Browsing Contacts*






1 From the **Address Book** main menu on the phone, scroll to **Contacts** and press  under OK. The **Find Contacts** menu displays.

2 To browse all of your Address Book contacts, press  under Show.

Your contacts will be displayed alphabetically in increments of 9.

## Searching for a Contact

To perform a targeted search:


- 1 From the **Address Book** main menu, scroll to **Contacts** and press  under OK. The **Find Contacts** menu displays.
- 2 Scroll to the contact record entry field that you wish to use in your search. You may search using multiple fields. Press  under Find.
- 3 Enter the appropriate search criteria and press  under OK.  
**USER TIP: When performing a search, type your search criteria in alpha mode.**
- 4 Press  under Show to perform the search.

## Address Book Options

With your contact list displayed on the phone screen, you have the following options:


- open the contact record to view all the information associated with an entry
- call the contact directly
- send your contact a message (if you have subscribed to Nextel Two-Way Messaging)

### *Go To*




To open a contact record and view all information associated with an entry, scroll to the desired contact name and press  under Go to.

### *Call*

To place a call directly from the contact list:


Scroll to the desired contact name and press  under Call. The phone will automatically dial the number that you designated as the main or primary number.



With a contact record open (see “Go To” on page 113), you can call any of the phone numbers listed for your contact.

- 1 Scroll to the desired contact name and press  under Go To.
- 2 Scroll to the number you wish to call and press  under Call. If the number you highlighted is a Private ID, after pressing  under Call, press the PTT button. The call will automatically be placed.

### *Send a Message*

If you subscribe to Two-Way Messaging, you can easily send a message to almost any messaging-capable wireless phone or email address that you have stored in your Address Book.




- 1 With the contact record open, press  under Apps to open **MyApplications** page.


- |   |   |
|---|---|
| 2 | Scroll to <b>Messaging</b> and press  under OK.  |
| 3 | If the Mobile phone number or email address was not highlighted in the previous screen, the <b>Send Msg to:</b> screen is displayed and you are prompted to choose the messaging address. Scroll to the messaging address and press  under OK. |
| 4 | The <b>Create Message</b> screen in the Two-Way Messaging application displays. Create and send your message as usual. For additional information, see “Create and Send the Message” on page 45.  |

## Phonebook


### *Sending Phonebook or Phone List Entries from Your Phone*


You can send Phonebook or Phone List entries from your phone to update the information on the Web Address Book.

- |   |   |
|---|---|
| 1 | From the NOL home page on your phone, scroll to <b>Nextel.com</b> and press  under OK. |
| 2 | Scroll to <b>Address Book</b> and press  under OK.                                     |
| 3 | Scroll to <b>Phonebook</b> or <b>Phone Lists</b> and press  under OK.                 |

- 4 Scroll to **Send** and press  under OK.


⇒ **For plus-series phones:**


Scroll to the Phone List to be transferred from the phone to the Web Address Book. Choose **Speed Dial, Private ID, Talkgroup, or All** and press  under OK.

- 5 A verification message, **Sending Phonebook changes to the Web Address Book** will be displayed. To send the update, press  under OK.


### *Receiving Phonebook or Phone List Entries from Your Phone*

You can also “pull” information from the Web site to receive Phonebook or Phone List updates on the phone.



- 1 From the **Address Book** main menu on the phone, scroll to **Phonebook** or **Phone Lists** and press  under OK.



- 2 Scroll to **Receive** and press  under OK.

⇒ **For plus-series phones:**

Scroll to the Phone List to be transferred from the Web. Choose from **Speed Dial, Private ID, Talkgroup, or All**, then press  under OK.

- 3 A verification message, **Accept changes to phone's lists?** will be displayed. Press  under OK to update the information on your phone.

A result screen is displayed indicating the number of entries that were changed. Press  under OK then  to return to the Address Book main menu.

**NOTE:** When you send or receive Phonebook or Phone List entries from the Web Address Book, you will receive a Net Mail notification of the update on your phone. In order for the data to be transferred, you must press  under GOTO, Now or View. To prevent the data transfer, press  under EXIT, Later or Skip, then delete the message from your Net Mail Inbox.

## Moving Address Book Information to a Different Phone

Take your Address Book with you when you switch phones. You can move your Address Book information between the Internet-ready phones so when you travel or purchase a new phone, your Nextel Address Book can go with you.

### Step 1: Update Your Phone Model

When replacing your *plus*-series phone with an Internet-ready, SIM-based phone (excluding the *i2000plus* phone) or moving your SIM card amongst the Internet-ready, SIM-based phones, you must update your phone model with Nextel so that the Address Book data displays correctly both on your phone and on the Web site.

**NOTE:** Before purchasing a new phone or moving your SIM card to another phone, it is strongly suggested that you send your Phone Lists or Phonebook entries to the Web Address Book and confirm that your data has been successfully uploaded.

### *Replacing a Plus-Series Phone with an Internet-Ready, SIM-Based Phone*


If you've recently replaced your *plus*-series phone with an Internet-ready, SIM-based phone, and contacted Nextel Customer Care to transfer your Nextel telephone number to your new phone, your Web Address Book information will have been updated automatically. When you log on to Address Book from nextel.com, your current phone model should be listed correctly in the upper right corner. If the phone model listed is not current, please select the **Update Your Registration Information** link and provide your new IMEI or SIM ID.

### *Moving Your SIM Card amongst Internet-Ready Phones*



You may update your phone model from nextel.com or from your phone.

Updating your phone model from nextel.com:

1	Remove your SIM card from your current phone and insert it into the new phone.
2	Log on to Address Book from nextel.com.
3	The previous phone model should be displayed. Select the <b>Click Here To Update</b> link.
4	Choose your new phone model from the options presented in the drop down box and click <b>Save</b> .

- |   |   |
|---|---|
| 5 | A confirmation page will display indicating that the Address Book data has been moved to the new phone model.   |
| 6 | The Web Address Book will be automatically reformatted. The new format will be moved to your phone automatically within 4 hours. However, in order to see the change immediately, from the Address Book main menu on your phone, scroll to <b>Refresh</b> and press  under OK. |

Updating your phone model from your phone:

- |   |  |
|---|--|
| 1 | Remove your SIM card from your current phone and insert it into the new phone.   |
| 2 | From the Address Book main menu on your phone, scroll to <b>Phone Model</b> . The previous phone model should be displayed. Press  under Upd. |
| 3 | Scroll to your new phone model from the options presented and press  under Save.  |
| 4 | A confirmation page will display indicating that the Address Book data has been moved to the new phone model.  |
| 5 | In order to see those changes reflected on the Web site, you would need to restart your desktop browser.   |

## Step 2: Modify or Consolidate Your Web Address Book Information

After updating your phone model, you may need to modify or consolidate the reformatted information within the Web Address Book.

### *Moving from a Plus-Series Phone to an Internet-Ready, SIM-Based Phone*

**Address Book Contacts:** All Address Book contacts remain in your Address Book. However, the **Contact Numbers** section has a slightly different format with the Internet-ready, SIM-based phones. You can now add/link contact numbers to your Phonebook directly from the Contact record entry page by clicking to check the **Add to Phonebook** box.

**Phone List Entries:** Generally, information previously stored in your Phone Lists (Speed Dial, Private IDs and Talkgroups) will be inserted into the Phonebook.

*Linked Phone List Entries:* Linked Speed Dial or Private ID entries will appear in the Phonebook. If multiple entries were linked to one contact, each linked contact number will appear in the Phonebook.

*Unlinked Phone List Entries:* During the reformatting, each unlinked Speed Dial and Private ID entry is compared to your Address Book contact numbers. If a match is found, that contact number will automatically be linked to, and appear in, your Phonebook. If no match was found, a new contact is added to your Address Book with the nickname inserted in the last name field.

To link an Address Book entry to your Phonebook:

- |   |   |
|---|---|
| 1 | Open the contact record entry form by double clicking on the contact name.        |
| 2 | Modify the data or consolidate the desired phone numbers.                         |
| 3 | Click to check the <b>Add to Phonebook</b> box. When finished click <b>Save</b> . |

**Talkgroups:** Talkgroup lists will appear in the Talkgroup page under the Phonebook tab.

## Moving from an Internet-Ready, SIM-Based Phone to a Plus-Series Phone

**Address Book Contacts:** All Address Book contacts remain in your Address Book.

**Phonebook Entries:** Generally, information from your Phonebook will be inserted into Speed Dial, Private ID and Talkgroup Lists which are available under the Phone Lists tab.

*Phonebook Private IDs:* The first 100 Private IDs in your Phonebook will be inserted into the Private ID Phone List and marked as linked. Private IDs beyond the maximum of 100 will remain in your Address Book, in the contact record entry form, but will not be linked.

*Phonebook Phone Numbers:* The first 100 Phonebook entries (Home, Work, Mobile, Fax, Pager, Main and Other) will be inserted into the Speed Dial Phone List and marked as linked entries. If more than 100 phone numbers were contained in your Phonebook, the additional entries will remain in the Address Book but will not be linked.

To remove a Phone List entry:



1	From the Web Address Book, click the <b>Phone Lists</b> tab.
2	Choose the Phone List to modify, <b>Speed Dial, Private ID or Talkgroup</b> .
3	Scroll to the entry to be removed from your Phone List and click the <b>Clear</b> icon in the <b>Clear Entry</b> box. Clearing a linked entry from your Phone Lists does not delete it from the Address Book.



**Talkgroups:** The first 30 Talkgroups included in your Phonebook will be inserted in the Talkgroup Phone List.

### Step 3: Send Updated Web Address Book Information to Your Phone

After updating your phone model and/or modifying your Phonebook or Phone List entries on the Web, you must send those entries to your phone for easy access while mobile.

From the Web site:

1	From the Address Book home page on nextel.com, click the <b>Phone Lists</b> or <b>Phonebook</b> tab (whichever is applicable).
2	Click <b>Send</b> in the sub-navigation bar.
3	<p>⇒ <b>For Internet-ready, SIM-based phones:</b></p> <p>A confirmation page displays indicating the phone number to which the Phonebook entries will be sent.</p> <p>⇒ <b>For <i>plus-series</i> phones:</b></p> <p>Select the Phone List(s) you would like to send by checking the box to the left of the desired list.</p>
4	Click the <b>Send</b> button.
5	<p>You will receive a Net Mail or Browser Message notification of the update on your phone. To accept the update and change your phone's Phone Lists or Phonebook, press  under Now, View or GOTO (whichever is applicable).</p> <p>To prevent the data transfer when the New Net Mail or Browser message arrives on your phone, press  under Exit, Later, or Skip (whichever is applicable). Then delete the Net Mail Alert from the Net Alert Inbox (see “Deleting Net Mail Alerts” on page 16).</p>

- 6 A verification message, **Accept changes to phone's lists?** will be displayed. Press  under OK. A result screen is displayed indicating the number of entries that were changed. Press  under OK to return to the previous screen.

From your phone:

For instructions on how to pull the Web Address Book Information from nextel.com to your phone, see “Receiving Phonebook or Phone List Entries from Your Phone” on page 115.

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# Address Book Admin

Address Book Admin enables end users to receive customized phone directories on their phone. An Administrator creates and manages multiple phone directories online and then sends that information over-the-air to program groups of phones on an account.

## Address Book Admin Requirements

To receive templates created by an Administrator, you will need a qualifying Nextel Online service plan and security must be enabled on your phone (see “Starting the Microbrowser” on page 9).

**NOTE: For information on accepting and storing template data, see “Template Notification” on page 134.**

**NOTE: The remaining instructions pertain specifically to Administrators who will create and send templates to Address Book Admin subscribers.**

You do not need a phone to be an Address Book Administrator, but you do need to register with Nextel as an Account Administrator. For more information see “Registration for Account Administrator Access” on page 7.

## Login to Address Book

- |   |   |
|---|---|
| 1 | From the <b>MyNextel</b> tab on nextel.com select <b>Address Book</b> . |
| 2 | Enter your Nextel Member Name and Password.                             |
| 3 | Click <b>Login</b> .  |

- 4 If you completed the **Phone Information** during registration, the Address Book main page displays. Click the **Admin** tab to access the Address Book Administrator functions.

**NOTE: If you skipped the Phone Information during registration, when you log in, the Address Book Administrator Account page displays.**

## Account Tab

The Account page displays general account and billing information for the account number displayed. Access additional accounts by choosing from the Account Number drop-down box.

The **Account Number drop-down box** lists all accounts for which you are registered to administer. Master Account numbers display left-justified in the drop-down box. Sub-

Account numbers display right justified in the drop-down box with the Master Account number preceding it.

View Information for Account Number:	12173853
	123000001
	123000001-9999
	123000001-7777

The Account page also displays any default templates that were previously created or are currently in use by *plus*-series phones (Phone

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List templates) and Internet-ready SIM-based phones (Phonebook templates).

**NOTES:**

- » **Default Template:** A template that is automatically assigned to all phones on an account until the Account Administrator specifically assigns an alternate template. For more information, see “Template Preferences” on page 132.
- » **Plus-series phones:** The *i500plus*, *i550plus*, *i700plus*, *i1000plus*, and *i2000plus* phone models.
- » **Internet-ready SIM-based phones:** The *i30sx*, *i50sx*, *i55sr*, *i80s*, *i85s*, and *i90c* phone models.

## Phones Tab

The Phones page displays the phones on the selected account. Administrators of Master Accounts will see the phones associated with the Master Account listed first. Sub-account numbers will follow. Click the Sub-Account link to display the phones associated with that Sub-Account. Sub-Account Administrators will only see those phones associated with the selected Sub-Account.

The default page lists those phones that are able to receive templates. To receive a template, the phone must:

- be a Nextel Internet-ready phone
- subscribe to a qualifying NOL service plan
- enable security by accessing the **Net Mode** or the **Net** option on the phone
- not already have a template assigned to it

Phones that do not meet the above criteria will not be displayed on the default page. To see all phones on your account, click the **Display All Phones** link. Details about the phones listed here include Nextel Phone Number, Private ID Number, Phone Details (on Display All Phones page) and Phone Name. Click on a particular phone number to obtain additional information about that phone.

**NOTES:**

- » **Phone Details:** The phone details column lets you know if the phone is ready to accept a template or if user intervention is required.
- » **Phone Name:** The phone name is the name that was stored in the Nextel billing system when the phone was initially activated. The phone name can be updated by calling Nextel Customer Care.

**Quick Tip - To send an existing template to an individual phone quickly:**

- 1 From the **Phones** tab, choose the account on which the phone resides from the drop-down box.
- 2 Click the phone number to which you will send the template. The **Update Phone Information** page displays.
- 3 On the **Update Phone Information** page, choose the desired template from the **Template Information** drop-down box(es).
- 4 Check the checkbox if you want to send the template to the phone at this time.

- 
- 5 Click **Save** to send the template.

## Find Phone

To quickly locate a phone on your account:

- 1 From the Phones tab, click **Find Phone**.
- 2 Enter the search criteria (Nextel phone number, Private ID, or phone name) for the phone you want to find, then click search.
- 3 Your search results are displayed in a table.

## Templates Tab

The Templates tab displays all the templates created for an account, along with details regarding each template's configuration.

A template is an Account Administrator-defined Phonebook or Phone List that is assigned to a group of phones on your account. Administrators can create Phonebook lists, for SIM-based phones and Speed Dial, Private ID, or Talkgroup lists for *plus*-series phones. Often referred to as a "master list," the template occupies a portion of each phone's Phonebook or Phone List. Only one template (or one template of each type) can be 'active' on a phone at a time.

### Important Notes About Templates

Before you create a template, there are a few important notes to consider:

- **You must create separate templates for SIM-based phones and *plus*-series phones.**

If an account has a combination of SIM-based phones and *plus*-series phones, separate templates must be created for each phone type. This is because of inherent differences in the way the phones store data.

- **Templates for SIM-based phones only apply to available SIM-based phones. Templates for *plus*-series phones only apply to available *plus*-series phones.**

When creating a template for a specific phone type (such as SIM-based phones), only those phones matching the phone type (in this example, SIM-based phones) will appear on the list of phones available to receive the template.

- **Templates occupy a portion of a user's Phonebook or Phone List.**

When a template is sent to a phone, the Phonebook (for SIM-based phones) or the Phone List (for *plus*-series phones) will contain a combination of personal entries created by the user and template entries created by the Administrator. To avoid the loss of information, individual users should be notified in advance that a template will be sent to their phone, including the number of template entries that will be sent.

**SIM-based phones:** Users approaching the 250-entry storage limit may have personal Phonebook information overwritten by template data. Template entries will begin in position 250 and store entries in descending order from 250 to 1.

**NOTE: Neither the Administrator nor the end-user can control the position a Phonebook template occupies.**

***Plus*-series phones:** Personal information stored within a Phone List template range (defined by the Administrator) will be overwritten by template data. *Plus*-series phone users should be notified which positions a template will occupy on their phone.

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Blank template entries will NOT erase information previously stored on the phone.

- **Phone users can change template data.**  
Phone users can alter template data appearing on their phone by manually reprogramming their Phonebook or Phone Lists. However, the phone user cannot change template entries from the online Address Book. Additionally, when a template is sent to the phone, the manually reprogrammed data will be overwritten.
- **The user does not have to register with nextel.com to receive a template.**

## Administering Templates

There are three steps to administering templates:

- Creating a Template
- Entering Template Data
- Assigning the Phones and Sending the Template

### *Step 1: Creating a Template*

- |   |   |
|---|---|
| 1 | From the <b>Admin</b> navigation bar, click the <b>Templates</b> tab.   |
| 2 | From the <b>Account Number</b> drop-down box, select the Account Number for which you will create a template. Click <b>Add Template</b> .   |
| 3 | Choose the type of template you want to create. Select <b>Phonebook</b> for SIM-based phones or <b>Phone Lists</b> for <i>plus</i> -series phones. Click <b>Continue</b> and refer to the instructions for “Phonebook Templates” on page 130 or “Phone List Templates” on page 130. |

### Phonebook Templates

- |   |   |
|---|---|
| 1 | Enter the <b>Template Name</b> and a <b>Description</b> (optional).   |
| 2 | Check the <b>Account Default Phonebook Template</b> box, if desired.  |
| 3 | If you are a Master Account Administrator, determine if you want to share this template with Sub-Account Administrators (see “Template Preferences” on page 132). Check the box if desired. |
| 4 | Click <b>Save</b> and proceed to Step 2: Enter Template Data, “Phonebook Templates” on page 131.  |

### Phone List Templates

- |   |   |
|---|---|
| 1 | Enter the following: <b>Template Name</b> ; <b>Description</b> (optional); select the <b>Template Type</b> (Speed Dial, Private ID or Talkgroup); and select the <b>Phone List Range</b> that the template should occupy.<br><br><b>NOTE: The Phone List Range defines the position that the template will occupy on the phone. Administrators may choose any consecutive value between 1-100 for the template to reside. Remember however, the template will overwrite any data previously stored within the template’s range.</b> |
| 2 | Check the <b>Account Default Phone Lists Template</b> box if desired.   |

- 
- |   |   |
|---|---|
| 3 | If you are a Master Account Administrator, determine if you want to share this template with Sub-Account Administrators (see “Template Preferences” on page 132). Check the box if desired. |
| 4 | Click <b>Save</b> and proceed to Step 2: Enter Template Data, “Phone List Templates” on page 131.   |

### *Step 2: Enter Template Data*

#### Phonebook Templates

- |   |  |
|---|--|
| 1 | The <b>Edit Template</b> page displays.  |
| 2 | Complete the template by entering the <b>Record Name</b> and all associated phone numbers.                             |
| 3 | Click <b>Save</b> .  |
| 4 | To add another template entry, click <b>Add Record</b> . Repeat the process until all desired entries have been added. |
| 5 | When complete, click <b>Save</b> to save the template.   |
| 6 | Proceed to “Step 3: Assign the Phones and Send the Template” on page 133.  |

#### Phone List Templates

- |   |   |
|---|---|
| 1 | The <b>Edit Template</b> screen displays. |
|---|---|

- |   |   |
|---|---|
| 2 | Complete the template by entering the desired <b>Nicknames</b> and <b>Phone Numbers</b> into the template form. |
| 3 | When complete, click <b>Save</b> .  |
| 4 | Proceed to “Step 3: Assign the Phones and Send the Template” on page 133.                                       |

### *Template Preferences*

- » **Account Default Template:** Use a default template when a particular template should be sent to most of the phones on your account **and** the phones that will receive the template are also Address Book users. Account default templates are automatically sent to phones when:
  - they are not currently assigned to a different template, and
  - the user initiates an Address Book data transfer (sends personal Phone Lists or Phonebook entries to their phone).Default templates are optional; you can leave it on “None Selected” if you choose.
- » **Allow Sub-Account Administrator to Assign this Template:** In some instances, Master Account Administrators may choose whether or not to share their template with a Sub-Account Administrator.
  - **Share Templates:** Templates may be shared with Sub-Account Administrators who need access to template information created by a Master Account Administrator. When the Master Account Administrator checks the box to allow Sub-Account Administrators to assign the template, all Sub-Account Administrators have “permission” to send that template to phones on the Sub-Accounts. A Sub-Account Administrator cannot change or delete a shared template.

**NOTE: If a template was assigned by a Master Account Administrator, a Sub-Account Administrator cannot remove the phone from that template.**

- **Don't Share Templates:** Conversely, if a Master Account Administrator creates a template of sensitive information, such as senior management phone numbers, the Master Account Administrator may not want to "share" that information with the Sub-Account Administrators. When the Master Account Administrator unchecks the box to allow secondary administrators to assign the template, that template remains accessible to the Master Account Administrators only.



*Step 3: Assign the Phones and Send the Template*

1	After the template has been saved, the <b>Template List</b> displays.
2	Find the template you want to send and click the corresponding <b>Assign Phones</b> icon.
3	All phones that are eligible to receive the designated type of template will display. SIM-based phones display for Phonebook Templates and <i>plus</i> -series phones display for Phone List Templates.
4	Select the phones that should receive the template by clicking the checkbox in the <b>Phone#</b> column.
5	Click <b>Save</b> .
6	Click <b>OK</b> .
7	The <b>Send Template to Phones</b> page displays, listing all phones you have selected to receive the template.

- 8 Click **Send** to send the template.

## Template Notification

After a template is sent to the selected phones, the Address Book Admin subscriber will receive a Net Mail Alert informing them of the data transfer.

- To accept the template, phone users should press  under OK.
- To decline the template and prevent the template from being stored, phone users would press  under CANCL and then delete the alert from the Alert Inbox.

## Working with Templates

### Changing Template Assignments

#### *Changing Template Assignments for Multiple Phones*

To change the template assignment for a group of phones, the active template must first be removed before a new template can be assigned. The name of the active template is listed next to the phone number on the Assign Phones page.

**NOTE: If a template was assigned by a Master Account Administrator, a Sub-Account Administrator cannot remove that template from the phone.**

To remove an active template from a group of phones and assign a new template:

- 1 From the **Templates** tab, locate the active template to be removed.

2 Click the **Assign Phones** icon. All phones that are eligible to receive that template will display. A checkmark appears next to the phone numbers assigned to the active template.

3 To remove the active template, click the box to remove the checkmark from the desired phones.

Or,

To remove the active template from all the assigned phones, click **Clear All**.

4 When complete, click **Save**.

5 Click **Send** on the **Send Template Page**.

6 To send a new template to a group of phones, click the **Templates** tab and complete the instructions in **Administering Templates** “Step 3: Assign the Phones and Send the Template” on page 133.

**NOTE:** Removing an active template from a phone does not erase the template entries on the phone or in the online Address Book. Rather, it “unlocks” those positions on the phone and in the online Address Book, which allows the user to enter additional Phonebook/Phone List entries or allows the Administrator to send an alternate template. To erase the template data from the phone, the user should either:

- manually delete the Phonebook or Phone List entries on the phone (refer to the phone’s User’s Guide for instructions), or
- send their Phonebook/Phone List entries from the phone to the online Address Book and then modify the Phonebook/Phone List entries on the Web.

### *Changing Template Assignments for a Single Phone*

- 1 From the **Phones** tab, choose the account on which the phone resides from the drop-down box.
- 2 Click the phone number that will receive a new template. The **Update Phone Information** page displays.
- 3 On the **Update Phone Information** page, choose the new template from the drop-down box.
- 4 Click in the corresponding checkbox to send the new template immediately.

- 
- 5 Click **Save** to send the new template.

## Editing Templates & Template Information

### *Editing Contact Information*

- 1 From the **Templates** page, locate the template you wish to modify and click the corresponding **Edit** icon (represented by a box with a pencil in it).
- 2 Modify the desired fields.  
**SIM-based phones:** To edit contact names and numbers, click the appropriate record name to open the contact record. Modify the desired information.  
**Plus-series phones:** Edit the desired contact information within the template form.
- 3 When complete, click **Save**.
- 4 You will receive a confirmation message, **Are you sure you want to save these changes?** Click **OK**. You will be returned to the **List Templates** page.

## Adding Contacts to an Existing Template

### SIM-based phones

1	From the <b>Templates</b> page, locate the template you wish to modify and click the corresponding <b>Edit</b> icon.
2	Click <b>Add Record</b> .
3	Enter the <b>Record Name</b> and all associated phone numbers. Click <b>Save</b> . Repeat if necessary. (If a Talkgroup is entered, no additional numbers may be entered.)
4	When complete, click <b>Save</b> to save the template.

### Plus-series phones

1	From the <b>Templates</b> page, locate the template you wish to modify and click the corresponding <b>Range</b> link.
2	Edit the <b>Range</b> boxes to include the number of additional entries needed. Click <b>Save</b> .  <b>NOTE: If the range is made smaller, then a warning is displayed indicating that information may be lost.</b>
3	The <b>List Templates</b> page displays. Click the corresponding <b>Edit</b> icon.
4	Enter the desired contact information within the template form. When complete, click <b>Save</b> .

## Deleting Templates

1	From the <b>List Templates</b> page, locate the template to be deleted.
2	Click the corresponding <b>Delete</b> icon, represented by an 'X'.  The deleted template will be removed from all phones to which it was assigned.

## Talkgroups Tab

On the **Talkgroups** tab, you may view the Talkgroups available to your account. You may also view all phones active on a specific Talkgroup. Note that Account Administrators cannot create or modify Talkgroups online. To have your Talkgroups created, contact Nextel Customer Care.



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# Account Management

## Account Management Requirements

Manage your Nextel Account from your PC or your Nextel phone. To use the Account Management features, you must first register with Nextel as an Account Administrator. For more information, see “Registration for Account Administrator Access” on page 7.

If during registration, the system did not prompt you to enter an Account Passcode, Tax ID Number, or Social Security Number, Nextel will mail an Access Code (or PIN code) to the Administrator listed in the Nextel billing system. For Sub-Accounts, the Access Code will be mailed to the Administrator of the Master Account. Before you can use the Account Management features, you must update your registration with Nextel to provide your Access Code.

**NOTE: The Access Code expires 60 days after your initial registration date.**

## Using The Account Management Features Online

Access your account and billing information in a secure environment when it's convenient for you. On your PC, from [nextel.com](http://nextel.com) navigate to the MyNextel tab to do any of the following:





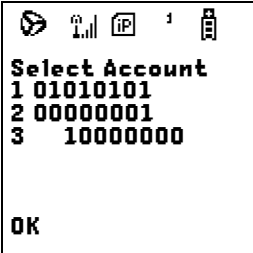
- view your last 3 invoices
- view your account summary
- pay your bill with a credit card
- change your billing address and contact information
- purchase phones and accessories online
- reset your voice mail password
- view your phone inventory

**NOTE: Some features may not be available for all accounts.**



## Using the Account Management Features on Your Phone

- **Account Management features are available to any registered Account Administrator with a Nextel Online service plan. For more information, see “Registration” on page 7.**

On your Nextel phone, the Account Management features provide you with basic account information and the ability to pay your bill. The first time you access these features on your phone, you will need to login with your Nextel Member Name and Password. Subsequent logins only require you to enter your Password.

1	From the NOL home page on your phone, scroll to <b>Nextel.com</b> and press  under OK.
2	Scroll to <b>My Account</b> and press  under OK.
3	Enter your Member Name and Password exactly as they are registered with Nextel.  <b>NOTE: Member Name and Password fields are case-sensitive. The default to enter information is lowercase. To change to uppercase, press and hold  until the word alpha changes to ALPHA.</b>
4	<div style="display: flex;"> <div style="flex: 1;"> <p>If you are the Account Administrator for multiple accounts, the account numbers to which you have access will be displayed as menu options. Scroll to the desired account number and press  under OK. Sub-accounts are shown underneath the Master Account, indented to the right.</p> </div> <div style="flex: 1; border: 1px solid black; padding: 5px;">  <p style="text-align: center;"><b>Select Account</b></p> <p>1 01010101</p> <p>2 00000001</p> <p>3 10000000</p> <p style="text-align: center;"><b>OK</b></p> </div> </div>




- 5 The **Account Home** menu displays options for the specific account number chosen.

- To access information for a different account, scroll to **Select Account** and press  under OK. Scroll to the desired account number and press  under OK.






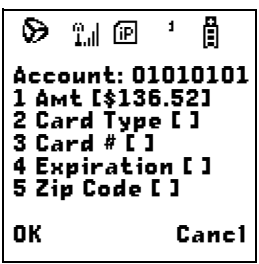






## Account Summary



View account information such as current balance, the end date of the last bill period and the beginning date of your next bill period. Administrators for Master Accounts may also view monthly charges incurred, the previous balance, payments received and credits applied. To access these account features:


- From the **Account Home** menu, scroll to **Act Summary** and press  under OK to access summary information for the account number listed.
- Scroll to the desired account feature and press  under OK.
- When complete, press  under Done to return to the **Account Summary** menu.

## Pay My Bill

Use your Visa, MasterCard, American Express, Discover, and Diners Club credit and debit cards to pay your bill directly from your Nextel phone. Payments made through Pay My Bill will be posted to the billing system within two business days.

- |  |   |
|--|---|
| <p>1 From the <b>Account Home</b> menu, scroll to <b>Pay My Bill</b> and press  under OK.</p>   |   |
| <p>2 The current balance is pre-populated in the <b>Amt</b> field. To modify the payment amount, scroll to <b>Amt</b> and press  under OK. Enter the amount you would like to remit. The minimum payment amount is \$10. When complete, press  under OK.</p> |  <p>Account: 01010101<br/>         1 Amt [ \$136.52 ]<br/>         2 Card Type [ ]<br/>         3 Card # [ ]<br/>         4 Expiration [ ]<br/>         5 Zip Code [ ]</p> <p>OK                      Cancel</p> |
| <p>3 Scroll to the <b>Card Type</b> to be used and press  under OK. Scroll to your card choice and press  under OK.</p>  |   |
| <p>4 Scroll to <b>Card Number (#)</b> and press  under OK. Enter the credit or debit card number and press  under OK.</p>  |   |
| <p>5 Scroll to <b>Expiration</b> and press  under OK. Enter the expiration date of the credit or debit card and press  under OK.</p>   |   |

6 Scroll to **Zip Code** and press  under OK. Enter the zip code used in your credit card billing address and press  under OK.

7 Scroll to **Submit payment** and press  under OK. Your authorization code and confirmation number is displayed indicating a successful transaction. If you do not receive a confirmation number, the transaction was not processed.

**NOTE:** For security purposes, credit card information is not stored in the phone memory. You will be required to re-enter your credit card number each time you use this service.



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## Using Your Phone as a Modem

You can use your Internet-ready phone as a wireless modem! Connect your IBM™-compatible computer (using Microsoft® Windows 95, 98, NT 4.0 or 2000 operating systems), or Personal Digital Assistant (PDA) [using the Palm™ or Windows® CE operating systems] to your Nextel phone and access your company's network using Nextel Online Dial-Up Service, or access the Internet or POP3 email with Packetstream Gold—all without the hassle of locating a telephone jack for a landline connection.

From anywhere within the guaranteed all-digital Nextel National Network, you can conveniently access the time-critical information you need when you're on the go. Simply connect the data cable (sold separately) to your Nextel phone and your computer or PDA to access email, field service reports, the Internet and more.

To activate Nextel Online Dial-Up Service or Packetstream Gold, call 1-800-NEXTEL6 (1-800-639-8356) or contact your Nextel Sales Representative.

**NOTE: Nextel Online Dial-Up Service is available in the continental United States and Hawaii, and iTraveler countries.**



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# Frequently Asked Questions (FAQs)

## General Information

Question	Answer
What is a bookmark?	A bookmark is a shortcut to a Web page or pages that you plan to visit often. By creating bookmarks, you have an easy way to return to sites that you like, without having to remember the Web address.
Are entries such as passwords case sensitive?	Yes, passwords are case sensitive and must be typed exactly as originally entered.
Is there a limit to the number of new words I can add to the User Database?	You may add approximately 150 words to the User Database before the database reaches capacity. At that point, any additional words that you add will replace the word used least recently. Therefore, there is no actual limit to the number of new words you can add to the User Database.
How long will my words be saved in the User Database?	All words are saved in the database until it becomes full. When the database becomes full, the word used least recently is removed to allow entry of an additional word.

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Question	Answer
Can words be removed from the User Database?	Specific words cannot be removed from the database. When the database becomes full, the least used word is removed to allow entry of an additional word.
Is there a limit to the length of the word to be added to the User Database?	Words in the User Database are limited to 32 characters in length.

## my View

Question	Answer
How do I know if there are too many items in my Folder Tree?	If you attempt to store more than 200 items, you will receive a warning message. An item count is not displayed on the website.
What is a Nextel-controlled folder or site link?	Any site link or folder that is included with your NOL service is considered Nextel-controlled.
What happens to Nextel-controlled folders or site links when I customize my home page?	Once a home page has been customized, subsequent content or service additions to any Nextel-controlled folders (Business Tools, Web Sites, etc.) will be displayed at the bottom of the appropriate folder.

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Question	Answer
What happens to Nextel-controlled folders that I hide from my home page?	Nextel routinely adds new content and services to the folders provided with your NOL service. Content added to Nextel-controlled folders that you have hidden will display on the my View Web page but will be hidden from your phone's home page.
Can I delete any site or folder I don't use?	Sites and folders included with your NOL service cannot be deleted. However, most of these sites and folders can be edited, moved or "hidden" from view on your phone.
What does a Locked site mean?	A locked site is a site provided with your NOL service that cannot be moved, hidden, deleted or edited. What's New and Nextel.com are locked sites.
Why do some sites appear on my phone that I don't see reflected on the my View Web site?	Some sites are controlled by a Nextel Content and Commerce partner (such as MSN) rather than Nextel. These sites appear as a single folder or bookmark on the my View Web site but often have additional services or links appearing on your phone's home page. Because these menu items cannot be modified, they do not appear as menu items on the my View Web site.

---

Question	Answer
I forgot to send my View changes to my phone. Are they lost?	No, your changes will remain on the my View Web site and will automatically appear on your phone's home page within 5 days.
Will my phone alert me to the changes I made to my NOL home page? Will the phone prompt me to accept the changes?	No. You do not need to accept the changes before they are made to the NOL home page on your phone. Once you send the changes to your phone, the next time you access NOL and data is transferred, your new home page will display. If you did not click <b>Send to Phone</b> , the new home page will automatically appear on your phone within 5 days.



## Two-Way Messaging

Question	Answer
Can I send messages to non-Nextel phones?	Yes. Inter-carrier messaging is the ability to exchange text messages with subscribers of other wireless carriers.

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Question	Answer
How do I send a message to a subscriber of another wireless carrier?	From the <b>Two-Way Messages</b> main page on your phone, select <b>Send a Message</b> . Select <b>New Address</b> and enter the recipient's 10-digit phone number (e.g., 7035551212). No additional formatting is required. Create your message and send as usual.
Can I use nextel.com to send inter-carrier messages to other wireless carrier subscribers?	Not at this time. However, you can send inter-carrier messages using Two-Way Messaging from your Nextel phone. You can still send Two-Way Messages to Nextel subscribers from your phone, from <b>Send a Message</b> on nextel.com, or from any email application.
Do other carriers offer the same messaging features that Nextel offers with Two-Way Messaging?	No. Nextel's Two-Way Messaging service offers some unique capabilities, such as delivery confirmation and a 500-character message size. Unfortunately, all carriers cannot support these features. So, while delivery confirmation is not available when sending inter-carrier messages, you may still request delivery confirmation for messages sent to Nextel subscribers.

Question	Answer
<p>Are there any limitations on message size when sending an inter-carrier message?</p>	<p>Some wireless carriers limit the incoming message size. Two-Way Messaging supports a message size of 500-characters (both incoming and outgoing). If you send a 500-character message to a subscriber with a more limited message size, the message will automatically be divided into separate messages and sent to the recipient.</p>
<p>Can I use <b>My Addresses</b> to retrieve non-Nextel mobile phone numbers?</p>	<p>Yes. You can store and retrieve non-Nextel, mobile phone numbers from My Addresses in Two-Way Messaging. This integration will reduce the number of keystrokes required to send messages to non-Nextel subscribers.</p>
<p>Can subscribers of other wireless carriers send messages to my Nextel phone?</p>	<p>If you currently subscribe to a qualified SMS or NOL Two-Way Messaging service plan, your Nextel phone can receive inter-carrier messages. Non-Nextel subscribers should check with their wireless carrier to determine support for inter-carrier messaging.</p>
<p>Can subscribers of other wireless carriers reply to my messages?</p>	<p>Non-Nextel subscribers should check with their wireless carrier to determine inter-carrier messaging availability.</p>

Question	Answer
What is the Message Inbox?	The <b>Message Inbox</b> holds all your new Two-Way Messages and any messages you have not saved. Messages will remain in the <b>Message Inbox</b> for 14 days. After 14 days, they are automatically deleted from the system.
Can I save my messages?	Yes. You can save up to 20 Two-Way Messages in your <b>Saved Messages</b> folder. After viewing a Two-Way Message on your phone, press  until Save displays in the lower corner. Press the option key under Save.
Is there a simple way to delete all of my messages?	Yes. You can delete all the messages contained in your <b>Message Inbox</b> or <b>Saved Messages</b> folder. From the <b>Read Messages</b> screen on your phone, scroll to the folder you wish to empty, choose from <b>Message Inbox</b> or <b>Saved Messages</b> . Press  until Del-A displays in the lower corner. Press the option key under Del-A then press the option key under Yes to confirm.

Question	Answer
If I'm sending a Two-Way Message and the recipient's phone is out of coverage or is turned off, will he receive my message?	Nextel will attempt to send your message for up to 7 days. When the recipient's phone is turned back on or the recipient has returned to a Nextel coverage area, the message will be delivered to the phone.
What happens after 7 days if my Two-Way Message is still not delivered?	After 7 days, if your message was unable to be delivered, it will be deleted.
Is there a limit to the length of time in which I can check the delivery status of a Two-Way Message?	The message delivery status can be checked on nextel.com for up to 5 days after the message has been sent.
I travel internationally and use the My Destination feature of Two-Way Messaging. Will inter-carrier messages be delivered to my phone when my preference is set to "International"?	Yes, when your International Messaging Preference is set to "International," inter-carrier messages will be delivered to your phone as text messages. When you return to the United States and reset your preference to "Domestic," messages that are less than 7 days old will appear in your Message Inbox

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## Mobile Email

Question	Answer
I added contacts to Address Book. Why won't they show up in my Mobile Email contacts list?	The Nextel Address Book contacts are separate and distinct from the contacts created and maintained in Mobile Email. Contacts created or added to the Nextel Address Book are not available for use in Mobile Email at this time.
How many email messages can I view on my phone?	You can view an unlimited number of POP3 and the previous 10 days worth of corporate (synchronized) email messages on your Nextel phone.
Can I check my Mobile Email on a different phone?	Yes, you can check your Mobile Email on any Nextel Internet-ready phone with a qualifying NOL service plan. Simply enter your Nextel Member Name and Password when prompted and you will have access to all your email accounts. You can also access your Mobile Email from any PC with Internet access to nextel.com.

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Question	Answer
What is the Nextel Desktop Assistant?	The Nextel Desktop Assistant is a small software program that allows mobile access to your corporate email, contacts and calendar information. The Desktop Assistant sits in the system tray of your PC and synchronizes your corporate information while your PC is turned on and connected to your corporate network. If you are traveling outside of the office, you can designate an “in-office” co-worker to synchronize your data for you.
How often does the Desktop Assistant sync my corporate data?	The Desktop Assistant will synchronize your data approximately every 15 minutes while you or your delegate’s computer is connected to the corporate server. You can initiate a sync between the automatic updates by using the Desktop Assistant. Double-click the Desktop Assistant icon in your system tray. Select the Personal tab and click Sync Now.

---

Question	Answer
Can I still get my corporate email when my computer is off?	You can access mail previously synched when your computer is off. However, your computer must be turned on and connected to the network in order to access current/new email unless you have delegated synchronization to a co-worker.
What is a proxy server and when would I want to enter the information in the advanced tab of the Desktop Assistant?	A proxy server is a <i>server</i> that acts as an intermediary between a user and the Internet so that the corporate enterprise can ensure security. If you use a proxy server to access your corporate network, during the Desktop Assistant download process you will be prompted to enter your network proxy server UserID and Password. These are the credentials that you typically have to enter to log onto the Internet when using a proxy server.

Question	Answer
<p>What are the requirements to be a delegate for a Mobile Email user?</p>	<p>A delegate may be any colleague who:</p> <ul style="list-style-type: none"><li>• Has a Nextel Member Name and Password (see “Registration” on page 7).</li><li>• Is able to download a small desktop application to their PC</li><li>• Has their PC turned on and logged into same corporate network as the Mobile Email user.</li><li>• Is not delegating their own synchronization to another co-worker</li><li>• Is not already serving as the delegate for another Mobile Email user.</li></ul> <p>In the delegation process, Mobile Email will display eligible delegates in the corporate address book. You may only choose a delegate from the displayed list.</p>

---

<b>Question</b>	<b>Answer</b>
Can I be a delegate for multiple co-workers simultaneously?	You can synchronize for yourself and be a delegate for one co-worker at a time. In order to sync data for an alternate co-worker, you must remove the original delegate relationship. To do this, double-click the Desktop Assistant icon in your system tray and select Change from the Delegation tab.
Can the person delegating for me read my email messages?	No. Your delegate does not have access to your email messages, calendar, contacts or corporate logon credentials.

Question	Answer
<p>How can I tell if my delegate is synchronizing my email?</p>	<p>You will get an email message from your colleague letting you know they have agreed to be your delegate. You can check the date and time of your last synchronization three different ways:</p> <ul style="list-style-type: none"><li>• From your phone: From the Mobile Email home menu, select Mail. Scroll to [Sync Status] and click Go.</li><li>• From nextel.com: From the Mobile Email menu, select Desktop Assistant.</li><li>• From Desktop Assistant: Double-click the Desktop Assistant icon in your system tray. Select the Personal tab.</li></ul>
<p>If I have chosen a delegate and we are both in the office, who is responsible for synchronizing my data?</p>	<p>Even though you and your delegate are both connected to the network, your delegate will continue synchronizing on your behalf. To synchronize for yourself again, you must cancel the delegation. Therefore it is suggested that you only use the delegate feature when you plan to be out of the office and cancel the delegation once you return.</p>

---

<b>Question</b>	<b>Answer</b>
I want to change my delegate (the person that is synchronizing my information). Can I do that from my phone?	<p>No, you can only change your delegate from the Nextel Desktop Assistant on your PC. Double-click on the Desktop Assistant icon and select Change from the Delegation tab. The Wizard will walk you through the process to choose the new delegate.</p> <p>You can, however, cancel the delegation from nextel.com. Log in to Mobile Email and select the Desktop Assistant tab. Click the Cancel delegation link.</p>
If my delegate breaks the delegation relationship, will I know?	Yes. You will receive an email message stating that your colleague has decided to no longer synchronize for you.

---

## AOL® Instant Messenger™

Question	Answer
What do I need in order to use the AIM® service on my Nextel phone?	You will need an Internet-ready phone, a qualifying Nextel Online service plan and an AIM-compatible screen name from either AOL, CompuServe 2000®, Netscape® or AIM to begin using the AIM service on your Nextel phone immediately. If you do not have an AIM-compatible screen name, you must use your PC to register for an AIM screen name. Registration is free at <a href="http://www.aol.com/aim">http://www.aol.com/aim</a> , no software or installation is required.
Is there a charge for each message I send?	No. The AIM service on your Nextel phone offers unlimited AOL Instant Messages.
Can I use multiple screen names on my phone?	Yes, you can use multiple screen names on your phone, however you must sign off the current screen name before signing in with the new screen name.
Can someone else use AIM on my phone?	Sure, just be sure to sign off before anyone else attempts to sign in, otherwise they'll have access to your screen name.

---

Question	Answer
Is there a limit on the message size?	The average size of an instant message is 200 characters. The maximum message size when sending messages from your phone is approximately 400 characters.
What do the symbols next to the screen names mean?	<p>The symbols next to screen names give you information about that buddy's status.</p> <p>* <b>New Message:</b> You have a new message from this screen name.</p> <p>! <b>Alert:</b> An alert has been set for this screen name so you will be notified when this screen name signs on to the AIM service.</p> <p>= <b>Away:</b> This screen name is away and unavailable to instant message.</p> <p>? <b>Uncertain:</b> This screen name may be offline.</p> <p>X <b>Rejected:</b> You have declined and will not receive instant messages from this screen name.</p>

Question	Answer
<p>How do I add a screen name to my Buddy List® feature?</p>	<p>From the AIM main page, select MENU to access the <b>List Menu</b>. Select <b>Add Name to Buddy List</b>. Enter the screen name and select OK. If you are engaged in a conversation with a screen name not in your Buddy List feature, scroll to that screen name in the <b>Conversations</b> list and select MENU. Select <b>Add Name to Buddy List</b> and then select OK to add the screen name to your Buddy List.</p>
<p>How do I remove someone from my Buddy List feature?</p>	<p>From the AIM main page, scroll to the screen name that you want to delete and select MENU. Select <b>Delete screenname</b> then select Erase to delete the screen name.</p>
<p>How do I send a message to someone not in my Buddy List feature?</p>	<p>To send a message to a screen name that is not in your Buddy List feature, from the AIM main page, select MENU to display the List Menu. Select <b>Send Msg To...</b> and enter the screen name. Use a <b>Quick Reply</b> or type your message and select Send.</p>

---


Question	Answer
<p>How can I be sure the screen names in my Buddy List feature are showing the correct status?</p>	<p>Each time you send a message or update a conversation, the screen names in your Buddy List feature are refreshed and display the correct status. To ensure your screen names are showing the correct status, from the AIM main page, select MENU then select <b>Get New/Update List</b>.</p>

Question	Answer
Can I reject messages from a screen name?	<p>Yes, to reject messages from a screen name in your <b>Conversations</b> list or in your Buddy List feature, scroll to the screen name you want to reject and select MENU. Select <b>Reject Msgs for sceenname</b>. Select <b>REJECT</b> to reject all messages from that screen name until you sign off. After the screen name has been rejected, an <b>X</b> appears next to the screen name on the AIM main page.</p> <p>The first time a screen name who is not in your Buddy List feature sends you a message, you will be prompted to accept or reject the message.</p> <p>To re-accept messages from a rejected user, scroll to the screen name and select MENU. Select <b>Accept Msgs</b>. Select <b>Yes</b> to re-accept the screen name's messages.</p>

---

<b>Question</b>	<b>Answer</b>
What happens if I forget to sign off?	It is important to sign off the AIM service to prevent others from using your screen name. However, if you forget to sign off, you will automatically ‘timed-out” or signed off after 26 hours of inactivity. You will also be signed off from your Nextel phone if you sign in to the AIM service from another device.

Question	Answer
<p>How can I change the message alerts to “vibrate” or “silence”?</p>	<p>With some phone models, you can change the Net Mail Alerts to vibrate or silence. The Internet – ready SIM-based phones (such as the <i>i85s</i>, <i>i90c</i> and <i>i95cl</i> phones) can be programmed to vibrate or silence the Net Mail Alerts. From the idle screen, press the MENU key to access the Main Menu. Select <b>Settings</b> then select <b>Ring/Vibe</b>. Select <b>Netmail</b>. With <b>Type</b> highlighted, press the right arrow to scroll through the options: ring, vibrate or silent. With the desired type displayed, select BACK twice then EXIT.</p> <p>The <i>i700plus</i>, <i>i1000plus</i> and <i>i2000plus</i> phones can be programmed to vibrate the Net Mail Alerts. From the <b>Net Ready</b> screen, press the following keys in rapid sequence: * # 9 to display the <b>Vibrate Alert</b> menu. Select All to set all alerts to vibrate</p>

Question	Answer
<p>How can I get more information about the AIM service on my Nextel phone?</p>	<p>Comprehensive information can be found in the AOL® Wireless User Guide, AIM® Service Using Nextel Online. Help is also available when signed on to the AIM service on your phone. From the AIM main page, select MENU and select INFO to access help topics. You can also obtain Help when the menu icon  is present on the phone display. Press the MENU key to change the display options then select Help.</p>

## Address Book

Question	Answer
<p>How many contacts can you put in the Address Book?</p>	<p>The Address Book can hold up to 500 contacts. You may browse all 500 contacts using NOL on your phone. Up to 250 contacts and phone numbers may be stored on the phone in your Phonebook. <i>Plus</i>-series phone users can link 100 contacts each in Speed Dial and Private ID lists.</p>

---

Question	Answer
Can I export my Address Book information to Microsoft Outlook?	No, although you can import Microsoft Outlook contacts to Address Book, but you can not export Address Book information to Microsoft Outlook.
Why are some of the entries on the <b>Phonebook All Entries</b> page in red?	Your Phonebook can only hold 250 entries. The number of entries you have added to your Phonebook combined with the number of entries sent in a template are close to exceeding 250. A template may overwrite those entries appearing in red if additional template entries are added. If the entries are overwritten, the entry will no longer appear in your Phonebook, but the entry remains in your Address Book.
I have contacts in my Address Book that I did not add. How did they get there?	If a template was sent to your phone, the Phonebook entries are automatically saved to your Address Book. Therefore the entries in your Address Book are a combination of the entries you have added and entries from a template that an Administrator has added.

Question	Answer
Some of the entries I marked to appear in my Phonebook have been unmarked and no longer appear in my Phonebook. What happened to them?	Your Phonebook can only hold 250 entries. The number of entries you have added to your Phonebook combined with the number of entries sent in a template have exceeded 250. The most recent entries that you have added will be deleted from your Phonebook but will remain in your Address Book.
Why can't I edit some of the information on the <b>Phonebook All Entries</b> page?	Entries without hyperlinks are template entries and can not be edited.
Why can I not mark additional entries to be included in my Phonebook?	Your personal Phonebook entries and/or those entries included in a template have exceeded the 250 limit. You will need to delete some entries before additional entries may be included.

## Address Book Admin

Question	Answer
Why do I need to create separate templates for <i>plus</i> -series phones and SIM-based phones?	SIM-based phones and <i>plus</i> -series phones store information differently, therefore separate templates must be created for each group of phones.

Question	Answer
<p>I am trying to send a template to a certain phone but the phone doesn't appear in the list.</p>	<p>Verify that the template is appropriate for the phone type. Phonebook templates can only be sent to SIM-based phones, so only SIM-based phones will appear in the list for a Phonebook template. Similarly, Phone List templates can only be sent to <i>plus</i>-series phones and therefore, only <i>plus</i>-series phones will appear on the list for Phone List templates.</p>
<p>I created a template but it is not appearing in the template dropdown box, why?</p>	<p>Verify that the template created is appropriate for the phone type. Only those templates created for SIM-based phones will appear in the Default Phonebook Template Information dropdown box and only those templates created for <i>plus</i>-series phones will appear in the Default Phone Lists Template Information dropdown box.</p>
<p>What do the values in the Type column mean?</p>	<p>The values refer to the specific types of templates that can be created for <i>plus</i>-series phones. <i>Plus</i>-series phone templates can be Speed Dial, Direct Connect or Talkgroup templates. Phonebook templates can capture all that information in one template.</p>

---

Question	Answer
Why can't I choose or change the range that a Phonebook Template will occupy?	SIM-based phones store information differently than <i>plus</i> -series phones. They do not have ranges.
I created an account default template but it didn't get applied to all of the phones on my account, why?	Default Phonebook templates will only be applied to SIM-based phones. Default Phone List Templates will only be applied to <i>plus</i> -series phones. If you want all the phones on your account to receive the same default template information, you must create a default Phonebook template that contains the same information as the default Phone List template.
I created a Phone List template, can I change it to a Phonebook template (or vice versa)?	No, you will need to re-create the template for the different phone type.

## Account Management

Question	Answer
What if I forget my Access Code for the Account Management features?	You can obtain a new Access Code by following this procedure: On nextel.com, click <b>Register with Nextel</b> then click <b>Update Registration</b> . Enter your Member Name and Password when prompted. Click <b>Request another Access Code</b> . You will need to provide your Account Number, Zip Code and last bill balance. A new Access Code will be mailed to the Administrator of record in the Nextel billing system.

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