**BlackBerry® International Roaming Troubleshooting Guide**

This troubleshooting guide contains hints and tips on how to use your BlackBerry® smartphone when overseas. Before you leave for your destination, ensure that you have a SIM card and International Roaming activated on your phone. This can be done at any SaskTel Authorized Dealer location.

**Connect to a GSM or UMTS network**

If your BlackBerry normally connects to a CDMA network and is also capable of international roaming, you need to get an activated SIM card from a SaskTel Authorized Dealer before you travel internationally.

- For information about inserting a SIM card, refer to your BlackBerry User Guide.

**How to set the Wireless Networks to use while Roaming**

*Not available on the BlackBerry 8830*

- On the Home screen, press the Menu key
- Select Options (wrench symbol)
- Select Mobile Network
- Perform one of the following:
  - To connect to CDMA networks only, set the Network Technology field to 1XEV.
  - To connect to either a GSM or CDMA network, set the Network Technology field to Global.
  - To connect to GSM networks only, set the Network Technology field to GSM/UMTS. Set the Network Mode field (it is recommended that you set the Network Mode field to 3G & 2G).

  

- Press the Menu key and click Save

**How to set your BlackBerry smartphone to GSM mode**

*BlackBerry 8830*

- On the Home screen, press the Menu key
- Select Options then select Mobile Network
- Select Network Mode and change to GSM
- Press the Menu key and click Save

*BlackBerry 9630 Tour, BlackBerry 9530 Storm & 9550 Storm2*

- On the Home screen, press the Menu key
- Select Options then select Mobile Network
- Select the Network Technology field and set it to GSM/UMTS. Also recommended to set the Network Mode field to 3G & 2G.

  

- Press the Menu key and click Save

**If No GSM Service is displayed**, try to switch wireless networks manually.

**Switch Wireless Networks Manually**

- On the Home screen, press the Menu key
- Select Options then select Mobile Network

*BlackBerry 8830*

- Scroll to Network Mode: ensure it is set to GSM (vs. Global)
- Scroll to Network Selection Mode field: change to Manual from Automatic

*BlackBerry 9630 Tour*

- Select the Network Technology field: change to Manual from Global
- Select the Network Mode field: ensure it is set to 3G & 2G

*BlackBerry 9530 Storm & 9550 Storm2*

- Select the Network Technology field: ensure it is set to GSM/UMTS
- Select Network Selection Mode: change to Manual
- Click Scan for Networks

Your BlackBerry will display “Please wait...Scanning for available networks”. When complete, scroll down to all available networks that are partners with Vodafone (SaskTel’s European partner).

Select the network at the top of the list, as it is the preferred roaming partner and will be your most reliable option. Your BlackBerry will display “Please wait...Switching to desired network”. If successful, “Network selection succeeded” displays. You now should have Voice and/or SMS service, but perhaps not Data services (EMail/PIN/Instant Messages, etc).

If you select a network but still have “Searching for GSM” displayed, try to select the next available network. If you don’t see any networks in the list, you are possibly in an area with no coverage.

If your BlackBerry will not operate in Global Mode, but will operate in GSM – Manual mode, you can leave it set this way. However, there is a risk that you will lose service when you move to a different location and will have to repeat the Manual Network Selection Mode process.

**How to tell if you’re roaming in GSM coverage**

- A GSM network ID will be displayed in the middle of the upper banner part of the screen (eg. F-SFR, F-Bouygues Telecom, etc.). A small triangle (roaming indicator) precedes GSM network ID when traveling outside Netherlands (Vodafone, SaskTel’s roaming partner, doesn’t show roaming when on their network).
- GSM must be displayed in UPPERCASE in the upper right corner to have Voice and SMS(text) services
- GPRS must be displayed in UPPERCASE in the upper right corner in order to have Data services

**Mobile Network connection indicators**

- **GREEN** Your BlackBerry is connected to a wireless network.
- **WHITE** Your connection to the wireless network is turned on, but your BlackBerry is not connected to the network or you are in a wireless coverage area in which you can only call emergency numbers.
- **RED** Your connection to the wireless network is turned off.

**Wireless coverage indicators**

Indicators on the Home screen display the wireless coverage level for the area in which you are using your BlackBerry smartphone.

- **3G** You can use the phone, send and receive e-mail messages, PIN messages, MMS messages, SMS text messages, and use the browser simultaneously.
- **1XEV** You can use the phone, send and receive e-mail messages, PIN messages, MMS messages, SMS text messages, and use the browser with a high-speed data connection.
- **EDGE** You can use the phone, send and receive e-mail messages, PIN messages, MMS messages, SMS text messages, and use the browser.
- **GPRS** You can only make emergency calls
- **T** You are not in a wireless coverage area

For a complete list of countries and rates visit sasktel.com/international | 1-800-54-SKTEL
I can't connect to a GSM or UMTS network

Try performing the following actions:

- Verify your SIM card is inserted in your BlackBerry correctly.
- Verify you are in a GSM or UMTS network area that is supported by your wireless service provider.
- Verify the network you want to connect to appears in your preferred wireless network list.
- Verify the Mode is set to GSM.

**BlackBerry 8830**
Select Options then Mobile Network and verify the Network Mode field is set to GSM

**BlackBerry 9630 Tour, BlackBerry 9530 Storm & 9550 Storm2**
Select Options then Mobile Network and verify the Network Technology field is set to GSM/UMTS and also that the Network Mode field is set to 3G & 2G

- Verify wireless connection is turned on:
  - Select Manage Connections from the Home screen and select to Restore Connections

To turn off all wireless connections, select Manage Connections and select Turn All Connections Off.

**Note:** You should turn off wireless connections in certain places, such as on an airplane or in a hospital.

**Turn off Data Service only**

To avoid large data roaming charges, you can turn off Data service (Email, Internet browser service, PIN and MMS messages) on your BlackBerry so only Voice and SMS Text Message services are available.

- On the Home screen, press the Menu key
- Select Options then select Mobile Network
- Perform one of the following actions:
  - To turn off data service, change the Data Services field to Off
  - To turn off data service when roaming, change the Data Services field to Off When Roaming
- Press the Menu key and click Save

**Connect back to SaskTel’s wireless network**

**BlackBerry 8830**
- Select Options then Mobile Network and set to 1X/EV. Verify Network Selection Mode field is set to Automatic.

**BlackBerry 9630 Tour, BlackBerry 9530 Storm & 9550 Storm2**
- Select Options then Mobile Network and change Network Technology field to 1X/EV. Verify Network Selection Mode set to Automatic.

**How to change the time zone settings**

**BlackBerry 8830**
- From the Home screen, click Options.
- Select Date/Time.
- Click the trackwheel in the Time Zone field
- Scroll through the list and select the desired time zone.
- Set Date/Time Source field to Network.
- Press the Menu key and click Save.

**BlackBerry 9630 Tour, BlackBerry 9530 Storm & 9550 Storm2**
- On the Home screen or in the Applications folder, click the Clock icon.
- Press the Menu key and click Set Time.
- On the Date/Time screen, set the Time Zone field to display the correct time zone.
- Press the Menu key and click Save.

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**How to use your phone**

**Making A Call**

- **Local calls within an international country**
  - Press and hold 0 (zero); appears as ‘+’ on the phone screen. Then dial country code + area code + local phone number.
- **Long distance from an international country to Canada or the U.S.**
  - Press and hold 0 (zero); appears as ‘+’ on the phone screen. Then press “1” followed by the 10-digit phone number.
- **Long distance between international countries**
  - Press and hold 0 (zero); appears as ‘+’ on the phone screen. Then dial country code + area code + local phone number.

**Text Messaging**

Sending a text message works the same in both GSM and CDMA coverage. Remember, though, to include the country code and area code in the number (eg. 01133XXXXXX).

**Voice Mail**

Place a call to your phone number with the appropriate dialing code, wait to hear your greeting, then press “7” and enter your voice mail password. Pressing the “1” key will not work while roaming. Roaming rates apply.

When roaming internationally, you might not receive voice mail message indicators on your phone for messages in your inbox.

[When roaming, you may receive notification that a voice mail has arrived from “@@”. This is not an actual voice mail message and is a common glitch caused by changing between networks.]

**Call Forward**

When you are on a GSM network, you won’t be able to disable or change your Call Forwarding settings. Please ensure your settings are changed before you leave.

**Call Display**

May or may not work when roaming in GSM coverage.

**Browser**

Your monthly data plan does not include roaming. All data usage while roaming is pay-per-use. Not all networks support data roaming. If you need to use Email or Mobile Browser, you may need to switch to a network that supports data.

**BlackBerry Troubleshooting Checklist**

If you are roaming overseas and have trouble with your BlackBerry, review the questions in the checklist below before you contact SaskTel for support.

- Which service is not working – Voice, Text messaging, Email, a combination of two or all three?
- Are you receiving inbound voice, text messages or e-mails?
- What is displayed on the BlackBerry in the top right-hand corner (e.g., GSM SOS, GSM, gprs, GPRS)?
- How many bars of signal are being displayed?
- What carrier are you picking up? What carriers are available to you? Have you tried to manually connect to them?
- Has the feature/number/Email address you are trying to use ever worked overseas?
- When did the trouble occur? (Time and date.)
- Where are you using the BlackBerry? (Country, City, Location – indoors, outdoors, address, etc.)
- What is your SIM card number? (appears on the underside of the card or select Options > Advanced Options > SIM card.)
- When/where did the phone work last? Was it within the GSM or CDMA network?
- What recording or error messages, if any, are you getting?
- Is there an alternative phone number you can be contacted at? Is there an Email address we can use to contact you?

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**Contact the SaskTel Customer Support Centre**

If you experience any problems with your BlackBerry while traveling, contact the SaskTel Customer Support Centre.

**PHONE:** +1-306-664-2859
**EMAIL:** wireless.support@sasktel.net