

**Q. Can I use my existing TATA Indicom number the BlackBerry 8830 or do I need a new number?**

A. Yes you can migrate your existing TATA Indicom number to a BlackBerry 8830 World Edition phone.

**Q. Do I need a separate connection or handset for my International Roaming requirements?**

A. No, for the BlackBerry 8830, your existing TATA Indicom number is mapped on to a One World One Number (OWON) SIM to ensure seamless International Roaming. Irrespective of your location, your number and handset remain the same, thereby eliminating the need for a second handset. This unique handset from BlackBerry® supports both CDMA and GSM. List of international roaming locations with operator names is available on [www.tataindicom.com](http://www.tataindicom.com)

**Q. Can I access my personal email accounts as well?**

A. Yes you can access your personal email. This feature is governed by your company's IT Policy. The BlackBerry Internet Service supports upto 10 email accounts such as Gmail, Yahoo!mail, Hotmail as well as your personal POP3/Internet Service Provider (ISP) e-mail accounts. You can log onto [www.tataindicom.blackberry.com](http://www.tataindicom.blackberry.com) and register for the same. Once an account is created here, you can manage multiple personal email accounts via this interface.

**Q. Does BlackBerry have messenger application? Which messenger application can be used with BlackBerry?**

A. Yes BlackBerry BIS service has instant messaging applications. The messenger services that available with TATA Indicom BlackBerry services are BlackBerry Messenger, Google-Talk and Yahoo! Messenger.

**Q. Can I use the Internet on a BlackBerry handset?**

A. Yes, BlackBerry handsets have an inbuilt Internet Browser.

**Q. What is maximum size of expandable memory of BlackBerry 8830? Is the card supplied with the BlackBerry 8830?**

A. BlackBerry 8830 World Edition supports micro SD card upto 2GB. The card is not supplied along with the handset and can be procured independently.

**Q. What does the BlackBerry 8830 standard kit contain?**

A. The standard kit contains:

- 1 Handset
- Li - Ion Battery
- Travel Charger
- Belt Holster
- Wired Earpiece
- USB Cable
- CD for BlackBerry software installation on PC

**Q. Can I access Internet if I am using BES service provided by my organisation?**

A. Yes, if you are a BES customer, you can use Internet. It also depends on the company's IT policy. You can only view websites which are permitted by your organization mail server. The IT Administrator of your organization has sole rights to restrict the websites as per your organization's IT policy.

**Q. Can I use my existing GSM BlackBerry phone on TATA Indicom?**

A. No you can not use your existing GSM BlackBerry on TATA Indicom

**Q. Can I use my organisaiton's existing BES & CAL (license) on TATA Indicom?**

A. Yes.

**Q. Is there a buyback policy for my existing GSM BlackBerry phone?**

A. No, there is no buyback for your existing BlackBerry

**Q. Can I access my corporate email simultaneously on two BlackBerrys?**

A. No. Only one corporate account may be accessed per BlackBerry.

**Q. If I delete a mail from my handheld, will it get deleted from my mail server?**

A. Yes, if you have synchronized your handheld device to your mail server and No, if you have not. BlackBerry gives you an option if you want to synchronize or not.

**Q. What number should I call for support on this service? What do I do if my BlackBerry Wireless Handheld is lost or stolen?**

A. You can call on below mentioned numbers for support on BlackBerry service in TATA Indicom. In case of the device being stolen or misplaced We would request you to please call BlackBerry Helpdesk on numbers given below to have your account de-activated immediately, or send an email.

**Toll Free Number** : 1800 419 0121 (Toll free from ANY number in India)  
**Land Line** : +91-11-66200121 (Toll free from any TATA number in India)  
**Email** : [blackberry@tatatel.co.in](mailto:blackberry@tatatel.co.in)  
**Walk in support** : Available in select TATA Indicom stores, List available on  
[www.tataindicom.com](http://www.tataindicom.com)

**Q. If my BlackBerry is stolen, how do I safeguard my data?**

A. If your BlackBerry is stolen, you have the facility of wirelessly erasing all the data on the handheld.