



VERIZON WIRELESS
Global Support Guide

For the BlackBerry 8830 World Edition
Smartphone and the Motorola Z6c

For complete information on global services,
please refer to verizonwireless.com/vzglobal.



Whether in the United States or abroad, get ready to experience the freedom and connectivity of your all-in-one global mobile solution. This global support guide will provide you with tips and instructions to help you with your international travel.

For more information on basic features and functionality of your global device, please refer to the quick reference guide.

The BlackBerry® 8830 World Edition Smartphone and the Motorola Z6c from Verizon Wireless allow you to access wireless service in both the United States and abroad. To get the full benefits of your global device, you must subscribe to a global service plan or feature and receive a SIM Card from Verizon Wireless.*

Using the help guide.

Keep this guide close to you. It includes general information about network coverage and simple instructions for inserting the SIM Card, making international calls, data connections, calling customer service, and retrieving your voice mail. For additional information regarding topics found in this guide, or any other features and capabilities available on your global device, please refer to the user guide and quick reference guide included with your device.



* Please visit verizonwireless.com/vzglobal for more information about the BlackBerry 8830 World Edition Smartphone, the Motorola Z6c, the global service plan and feature, and a list of eligible countries and rates.

Connecting to a CDMA or GSM network.

You will receive a SIM Card once you subscribe to a global service plan or feature from Verizon Wireless. The global features and SIM Card allow your device to be properly configured for global roaming services, which enables you to access a GSM network. When you insert the SIM Card, your device is designed to switch automatically to global roaming mode. In global roaming mode, your device is designed to connect automatically to an appropriate CDMA or GSM network when traveling. When the SIM Card is removed, your global device scans only for CDMA networks. If you switch between a CDMA network and a GSM network, the phone number for your device remains the same.

Making a call.

Calling internationally while in GSM mode.

You can tell that you are in a GSM market by a GSM or GPRS icon in the upper right-hand corner of the display.

1. In standby mode, press and hold **0** to display the + symbol. (The + symbol automatically inserts the exit code for the country from which you are calling.)
2. Enter the country code of the person you are calling (1 for the United States).
3. Enter the area code/city code, followed by the number of the person you are calling.

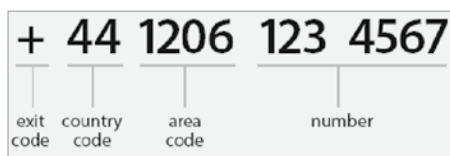


Figure 1: Sample dialing pattern for international call to the United Kingdom while abroad in a GSM location.

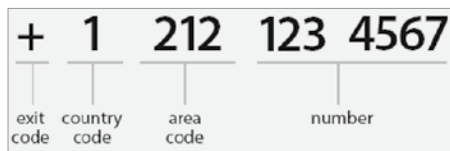


Figure 2: Sample dialing pattern for international call to the United States while abroad in a GSM location.

When calling out of your address book in GSM mode, you generally do not need to add additional digits to a contact number. The phone will automatically add the "+" sign and, for calls back to the United States, the country code (1).

Calling internationally while in CDMA mode.

You can tell that you are in a CDMA market by a CDMA 1X or 1XEV icon in the upper right-hand corner of the display.

1. Enter the exit code for the country from which you are calling.
2. Enter the country code of the person you are calling (1 for the United States).
3. Enter the area code/city code, followed by the number of the person you are calling.

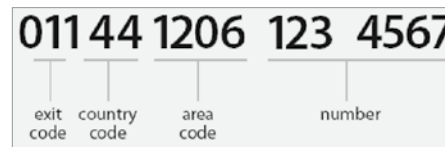


Figure 3: Sample dialing pattern for international call to the United Kingdom while in a CDMA location.

For a detailed list on dialing instructions for each CDMA country, visit aboutus.vzw.com/internationalsvcs/cdmadialinginst.html. For a list of country codes, visit verizonwireless.com/countrycodes.

Note: Countries such as Bermuda, Canada, Puerto Rico, and the Dominican Republic are on the North America dialing plan and no exit code is required to call back to the United States.

Global customer support.

If you need customer support while in the United States or abroad, you can reach Verizon Wireless Global Customer Support. While in the United States, please dial *611 from your global device or 1.800.922.0204 from your global device or landline. If you are traveling outside the United States, please dial (+)1.908.559.4899 from your global device.

This service is available to you 24/7.

BlackBerry 8830 World Edition Smartphone information.

Inserting your SIM Card.

Your SIM Card is a small, rectangular, plastic card that stores important information about your wireless service. To insert the card, please do the following:

1. Press the battery cover release button.
2. Slide off the battery cover.
3. If the battery is inserted, remove the battery.
4. Remove the SIM Card from any packaging.
5. Hold the SIM Card so that the metal contacts on the card are face down and the cut-off corner points toward the lower-right corner of the BlackBerry device.
6. Slide the SIM Card into the card slot until it stops. One end of the SIM Card should be hidden under the plastic casing on your device.
7. Insert the battery so that the BlackBerry logo faces up and the metal contacts on the battery align with the metal contacts on your device.
8. Slide the battery cover back onto the device so that it clicks into place.

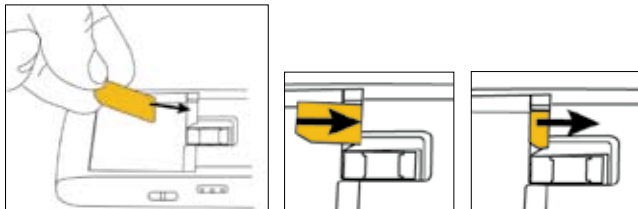


Figure 1: Inserting the SIM Card.

Wireless network coverage indicators.

Indicators on the home screen display the wireless coverage level for the area in which you are using your global device. Depending on the wireless coverage level available, some of the device's features may be limited. The following screen displays indicate your device's coverage levels:

Indicators for the BlackBerry 8830 World Edition Smartphone.

1XEV	You can use the phone; send and receive email, PIN, and text messages (SMS); and use the browser with a high-speed data connection.
1X GPRS	You can use the phone; send and receive email, PIN, and SMS messages; and use the browser.
1X GSM	You can use the phone and send and receive SMS messages.
D SOS	You can only make emergency calls.
OFF	Your connection to the mobile network is turned off.
X	You are not in a wireless coverage area.

Getting email service.

Please note that your BlackBerry 8830 device switches to a Verizon Wireless partner network automatically when you travel. In a few markets where both CDMA and GSM are present, you may have to manually switch to the GSM network to get email service.

Countries where you need to manually switch to the GSM network to get email service.

- Aruba
- Barbados
- Bonaire
- Brazil
- Cayman Islands
- China
- Curaçao
- Dominican Republic
- India
- Jamaica
- New Zealand
- St. Maarten
- Taiwan
- Thailand
- Venezuela

Manually changing the network mode.

In order to change the network mode in markets where both CDMA and GSM are present (see list above), please do the following:

1. In the device options, click **Mobile Network**.
2. Perform one of the following actions:
 - a. To connect to CDMA networks only, set the Network Mode field to **1XEV**.
 - b. To connect to either a GSM network or a CDMA network, set the Network Mode field to **Global**.
 - c. To connect to GSM networks only, set the Network Mode field to **GSM**.
3. Press the **Menu** key.
4. Click **Save**.

Switching wireless networks manually (GSM mode only).

By default, your BlackBerry 8830 device switches to the appropriate Verizon Wireless/Vodafone partner network automatically when you travel.

1. In the device options, click **Mobile Network**.
2. Change the Network Selection Mode field to **Manual**.
3. Click **Scan for Available Networks**.
4. Click **Select Network**.
5. Press the **Menu** key.
6. Click **Save**.



BlackBerry 8830 World Edition Smartphone

For a list of Verizon Wireless/Vodafone partner GSM carriers, visit verizonwireless.com/GSMpreferredcarriers.

Additional functions.

Setting your date and time automatically when traveling.

1. In the device options, click **Date/Time**.
2. Set the **Time Zone** field.
3. Perform one of the following actions:
 - a. To get the date and time from the wireless network that your BlackBerry device is connected to, set the **Date/Time Source** field to **Network**.
 - b. To get the date and time from the BlackBerry network, set the **Date/Time Source** field to **BlackBerry**.
 - c. To set the time yourself, set the **Date/Time Source** field to **Off**.
4. Press the **Menu** key.
5. Click **Update Time**.
6. Press the **Menu** key.
7. Click **Save**

Sending a text message (SMS).

1. In a message list, press the **Menu** key.
2. Click **Compose SMS**.
3. Perform one of the following actions:
 - a. If the contact is not in your address book, click [Use Once].
Enter a wireless phone number (include the exit, country, and area codes) or an email address. Click the **trackball**.
 - b. If the contact is in your address book, click the contact name (be sure to include the exit, country, and area codes).
 - c. When roaming internationally, be sure to address your message as you would to make a voice call. When in a GSM market be sure to use the "+" sign, then the country code, then the phone number. When roaming on CDMA, be sure to use the exit code, then the country code, then the phone number. Please refer to the dialing instructions on page 3 for more details.
4. Type a message.
5. Click the **trackball**.
6. Click **Send**.

Troubleshooting problems with your BlackBerry 8830 World Edition Smartphone.

I cannot connect to a wireless network.

Try performing the following actions:

- If you are trying to connect to a GSM network, verify that your BlackBerry device is in global roaming mode and that the SIM Card is inserted in your device correctly.
- Verify that you have turned on the connection to a Verizon Wireless or Verizon Wireless/Vodafone partner network.
- If you have specified a wireless network connection speed, verify that you are in a wireless coverage area that supports the selected connection speed.
- If you are trying to connect to a CDMA network after roaming in a GSM network, verify that your device is in global roaming mode or 1xEV roaming mode.
- If you continue to have difficulty connecting to a CDMA or GSM network, a device reset may be required. To reset your wireless device, please remove the battery, verify that the SIM Card is correctly inserted, and re-install the battery on your BlackBerry device.

I cannot associate my device with an email address.

Try performing the following actions:

- On the email setup screen, verify that you have typed all the email address information correctly.
- Log in to the email setup Web site on your computer and add an email address to your BlackBerry device. If you have already created a login user name and password, use this information to log in. If you have not created a login user name and password, click Create New Account and complete the instructions on the screen. To associate your device with a Microsoft® Office Outlook® or IBM® Lotus® Notes® work email account, you must visit the BlackBerry Internet Service email setup Web site on your computer.
- Verify that the email address is associated with a supported email account (for example, a POP3 or IMAP email account).

For more information about supported email accounts, contact Verizon Wireless.

For a detailed list on dialing instructions for each CDMA country, visit aboutus.vzw.com/internationalsvcs/cdmdialinginst.html. For a list of country codes, visit verizonwireless.com/countrycodes.

I cannot send or receive messages.

Try performing the following actions:

- Verify that your BlackBerry device is connected to the wireless network. If you are not in a wireless coverage area, your device should send/receive your messages when you return to a wireless coverage area.
- If the menu item for sending a message does not appear, verify that you have added an email address or PIN for your contact.
- If you created an email address or added an existing email address to your device, verify that you have received an activation message on your device from the BlackBerry Internet Service (the message might take a moment to arrive).
- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the **Menu** key. Click **Register Now**.
- Resend the message. Open the message. Press the **Menu** key. Click **Resend**.
- If you switched devices, verify that you have updated the device PIN on the email setup Web site. To find your device PIN, go to the device options screen and click **Status**. Log in to the email setup Web site. Click **Change Device**. Type the new BlackBerry device information. Click **Save**.
 - If you use email message filters, verify that the options for email message filters are set correctly.

I cannot make or receive calls.

Try performing the following actions:

- Verify that your BlackBerry device is connected to the wireless network.
- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call forwarding is turned off.

I do not know which email setup option to select in the setup wizard.

Try performing the following actions:

- Select the **I want to create or add an email address** option if the other options do not apply to you. This is the most common option for individual users. If you select this option, an email setup application or email setup Web site opens on your BlackBerry device. In the application or on the Web site, you can create a new email address for your device or associate your device with an existing, supported email address.
- Select the **I want to use a work email account with a BlackBerry Enterprise Server** option if a system administrator has provided you with a password that you can use to activate your device over the wireless network. If you select this option, an enterprise activation screen appears. On this screen, you can type your work email address and the password provided by your system administrator to activate your device.
- Select the **I want to skip email setup** option if any of the following situations apply:
 - A representative from the store where you purchased your device has already helped you to set up your email address.
 - You have already visited the email setup Web site and set up an email address.
 - You have an existing email account and have access to a BlackBerry Enterprise Server, but your system administrator has not provided you with a password that you can use to activate your device over the wireless network. For more information about setting up email for your device, contact your system administrator.
 - You have an Outlook (workgroup installation) email account on a Microsoft Exchange Server Version 5.5. or later, and you want to use the BlackBerry Desktop Redirector to forward email messages to your device.

For additional troubleshooting tips, please refer to the user guide and quick reference guide included with your BlackBerry 8830 World Edition Smartphone.

Motorola Z6c Information.

Inserting your SIM Card.

Your SIM Card is a small, rectangular, plastic card that stores important information about your wireless service. To insert the card, please do the following:

1. Press the battery door release button.
2. Lift up and remove the battery door.
3. Hold the SIM Card with the notch in the lower right corner and the gold plate facing down. Slide the SIM Card into the card slot as shown.

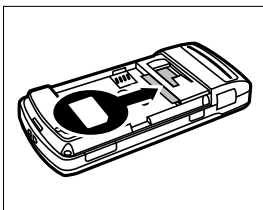
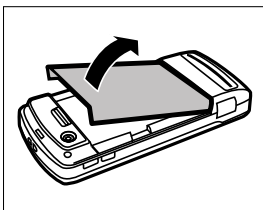
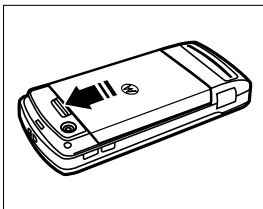


Figure 1: Inserting the SIM Card.

Wireless network coverage indicators.

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Indicators for the Motorola Z6c.

1XEV

EV-DO indicator shows when phone is in EV-DO coverage (necessary for V CAST™ services). 1X indicator shows when phone is in 1xRTT coverage area. Number of bars shows strength of each signal.

GSM

Shows when GSM mode is selected.

Roaming

Indicates phone is roaming off your home network.

SSL

Indicates application verification is via SSL during a download session.

VP

Indicates Voice Privacy is on.



Motorola Z6c



Additional functions.

Switching networks.

Please note that your Motorola Z6c device switches to a Verizon Wireless partner network automatically when you travel. You should not have to switch networks.

Manually changing the network mode.

In order to change the network mode in markets where both CDMA and GSM are present, please do the following:

Setting phone to global mode.

1. Press center select key (Menu).
2. Use the navigation key to scroll to **Settings & Tools**.
3. Use the navigation key to scroll to **Phone Setting** and press center select key (OK).
4. Use the navigation key to scroll to **System Select** and press center select key (OK).
5. Press center select key (OK) to select **Network Mode**.
6. Press center select key (OK) to select **Global**.

Sending a text message (SMS).

- 1: Enter the contact's phone number as if you were calling it. (Include "+" or exit code and country code if sending an SMS internationally.)
- 2: Press right soft key + (Options).
- 3: Use the navigation key S to scroll to New TXT Msg and press center select key C (OK).
- 4: Using the keypad, enter desired text.
- 5: Press center select key C (SEND) to send the message.

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