

BlackBerry® Storm™ Troubleshooting

Participant Workbook



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Introduction

As we approach the final quarter of 2008 we will introduce one of the most anticipated devices in the history of Verizon Wireless. We are proud to introduce the BlackBerry Storm available exclusively from Verizon Wireless in the US.

Standout features include:

- An innovative crystal-clear touch screen that allows you to be as accurate as ever
- Orientation sensor detects landscape or portrait view
- Enhanced global capability
 - ✓ Quad-Band GSM provides access to select South American destinations as well as 3G speeds with UMTS in popular destinations – including Japan!
 - ✓ More than 200 voice destinations
 - ✓ More than 150 data destinations
 - ✓ Preinstalled SIM card
- Native document editing for Microsoft® Word, PowerPoint, and Excel files

Note: Customers choosing to activate global service will follow existing global activation processes.

The media ready Storm:

- Preinstalled 8 GB SanDisk® microSD™ card
- Support for microSD cards up to 16GB
- Take your music with you in many popular formats:
 - ✓ .3gp, MP3, WMA9 (.wma/.asf), WMA9 Pro/WMA 10, MIDI, AMR-NB, AAC
- Watch movies and video in the following formats:
 - ✓ H.263, MPEG4, H.264, WMV
- Built-in Voice recording
- Take your files with you



2008 Priorities



Match the 2008 Priorities with the BlackBerry Storm action plans.

- | | | |
|--|-------|--|
| 1. Grow customers faster than the competition. | _____ | Opportunity to offer our 3G Network and High ARPU. |
| 2. Widen our highest revenue lead. | _____ | Largest & Most Reliable 3G Network and the dependability of the exclusive (to the U.S.) BlackBerry Storm. |
| 3. Ensure every customer recommends us. | _____ | There are existing BlackBerry opportunities as well as switchers that want the dependability of BlackBerry email, messaging and communication capabilities in a touch screen device. |
| 4. Lead in profitability. | _____ | The feature-packed BlackBerry Storm delivers data solutions including Global Services, Visual Voice Mail and VZ Navigator. |

How do you think you'll benefit from the Storm's launch?

What to Expect

By the end of this course the participants will be able to:

- Demonstrate the operation of VZW services on the BlackBerry Storm
- Explain how the BlackBerry Storm is supported by Verizon Wireless.
- Demonstrate the resources and tools available to troubleshoot the BlackBerry Storm
- Describe the escalation process for issues that require support outside Verizon Wireless including Research In Motion®, and third-party applications/vendors

We'll accomplish this with group activities, hands-on challenges, and practice scenarios; additional resources include:

- BlackBerry Storm - Training Reference Guide

What's New

The Storm includes the following key new features:

- Revolutionary touch-click screen navigation and text entry
- 3.2 Megapixel Camera with picture and video messaging
- HTML web browsing with streaming video
- HTML email support
- 1GB internal device memory, with 192MB RAM, and 128MB Flash
- Preinstalled 8GB microSD card and supports larger microSD cards up to 16GB.
- Preinstalled SIM card for global use.

BlackBerry Preinstalled Applications

The following preinstalled applications are provided by Research In Motion (RIM®).

- BlackBerry Maps
- Flickr™ Uploader for BlackBerry Smartphones
- Facebook® for BlackBerry Smartphones
- Instant Messaging Support:
 - ✓ Yahoo!® Messenger for BlackBerry Smartphones
 - ✓ AIM®
 - ✓ Windows® Live Messenger™
 - ✓ Google® Talk

VZW Applications

The Storm supports two of the best Verizon Wireless services available:

Visual Voice Mail – manage your voice mail directly on the Storm. View, listen to, delete, and manage messages regardless of delivery order.

VZ Navigator v4 – transforms the Storm into a custom navigation device with visual and audible directions.

BlackBerry Desktop Manager Software

The BlackBerry Desktop Manager Software 4.7 has been enhanced to include BlackBerry Media Sync which allows our customers to synchronize their Storm device with their Apple® iTunes® music library using the included USB cable.

The Eye of the Storm

The Storm is a BlackBerry device built from the ground up to be a revolutionary device that works hard and plays hard.

- The Storm works hard by supporting a full suite of productivity applications:
 - ✓ BlackBerry Enterprise Server
 - ✓ BlackBerry Internet Service
 - ✓ BlackBerry Redirector Software
 - ✓ BlackBerry Professional Software
 - ✓ Native Document Editing
 - ✓ RIM Messenger
- The Storm plays hard by offering exciting multimedia and social networking functions that can be used while on the go:
 - ✓ Music
 - ✓ Video
 - ✓ MMS
 - ✓ Instant Messaging
 - ✓ HTML Web Browsing
 - ✓ Facebook
 - ✓ Flickr

Service Activation

The BlackBerry Storm supports service activation for both domestic use and global travel.

Customers can choose from our wide variety of existing BlackBerry price plans and features.

Activation of Verizon Wireless global BlackBerry service is required for international use. Activation of global BlackBerry service will follow existing global service activation guidelines located from InfoManager:

[Products/Svcs> International/Global Services> Global BlackBerry Service](#)

Can you activate a BlackBerry handset with a Nationwide Premium price plan?

BlackBerry Smartphone Comparison

Model	Storm 9530	Curve™ 8330	World Edition® 8830
Picture			
On-device Memory	1GB	96MB	64MB
Expansion Memory	microSD card up to 16 GB	microSD up to 8 GB	microSD up to 4GB
Preinstalled microSD Card	8GB microSD card pre-installed	None	None
Display	HVGA Color480X360	Color 320X240	Color 320X240
Orientation Sensor	Yes, Portrait and Landscape	No	No
Software Version	Original Software 4.7	Original Software 4.3.0	Original Software 4.2.2
Domestic Network	EVDO Rev A.	1xEVDO & 1xRTT	1xEVDO 1xRTT
Global Network	Quad-Band GSM, UMTS & CDMA	N/A	Dual Band GSM & CDMA
SIM card	Preinstalled for use in GPRS/GSM	N/A	Required Global Pack accessory for GSM/GPRS
Human Interface	Touch-click Screen Navigation Device orientation based keyboard: 12-Key Multitap – Portrait Sure Type – Portrait Landscape - QWERTY	Trackball Backlit QWERTY keyboard	Trackball Backlit QWERTY keyboard
SMS Messaging	Yes – 2 way	Yes – 2 way	Yes – 2 way
Bluetooth Profiles Supported	Headset Stereo Headset Hands-free Kit Serial Port Bluetooth DUN	Headset Stereo Headset Hands-free Kit Serial Port Bluetooth DUN	Headset Stereo Headset Hands-free Kit Serial Port Bluetooth DUN
Stereo Headset Port	Yes – 3.5mm	Yes – 3.5mm	Yes – 2.5mm
Use as a Modem ¹	BroadbandAccess Connect	BroadbandAccess Connect	BroadbandAccess Connect
Web Browsing ²	HTML	Yes ²	Yes
Email ²	Rich HTML w/ attachments	Text w/attachments ²	Text w/attachments
Camera	Yes 3.2MP w/flash and auto focus	Yes 2.0MP w/flash	No
Media Supported	Music Video Ring Tones Pictures Voice Notes	Music Video Ring Tones Pictures Voice Notes	Music Video Ring Tones Pictures Voice Notes
Edit Native Files with Documents to Go (Standard) ²	Yes – Word, Excel, and PowerPoint	View Only ²	View Only

¹ BroadbandAccess Connect is supported in the National Enhanced coverage area and in select international CDMA destinations. Refer to InfoManager for more details: Products/Svcs> International/Global Services> International CDMA Roaming> Rates/Coverage: Int'l CDMA Voice, Data & Text

² BlackBerry device software version 4.5 provides support for HTML web browsing, HTML email and the option to install Documents to Go (Standard) on the BlackBerry Curve (8330).

Storm Trackers

Who will Demand the Storm?

Let's look at the consumers and businesses that will demand the Storm.

Singles/Couples and Young Adults

- Innovators and early adopters...enjoy being “in the know” and the first to own new technology.
- Young and social professionals & students who are avid tech users.
- Communicate frequently using voice, text, IM, email, and want the flexibility to do so on their terms.
- Ambitious and always on the go.
- Looking for a productivity tool and more, something that satisfies their professional and personal lifestyle needs.

Small/Medium Business

- Successful, stylish professionals seeking a device to keep them accessible, informed, and in control of their extremely busy lives.
- Tech savvy individuals who expect the most out of their technology.
- Owning a touch screen Smartphone projects a different image than traditional QWERTY design Smartphone – younger and less corporate.
- Suits their media and Internet habits while providing the stability to stay connected to the people and information that matter to them.

■

■

■

■

Get to Know the Storm

The image below provides an overview of the BlackBerry Storm physical features.



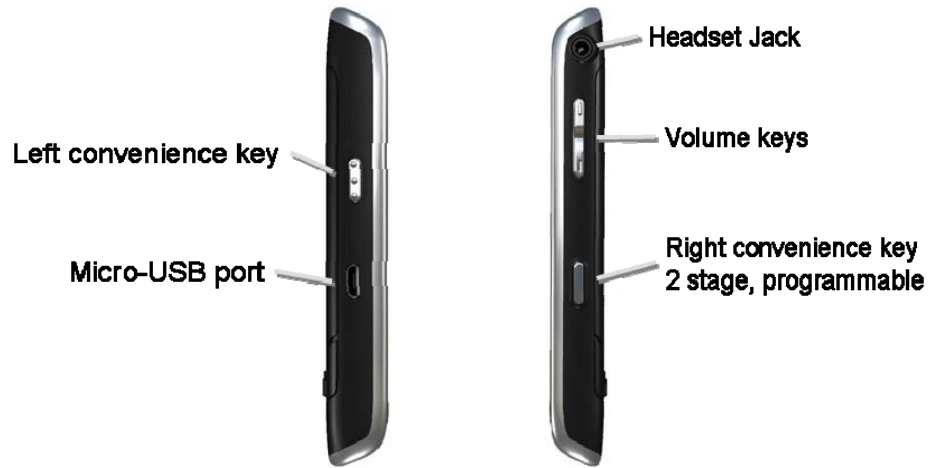
Notification LED

The Notification LED provides a color coded visual indicator for specific information about the BlackBerry Smartphone. The notification profile must be enabled.

- _____ – Currently in wireless coverage area
- _____ – Connected to a Bluetooth enabled device
- _____ – New message indicator
- _____ – Low battery indicator

Storm Side View

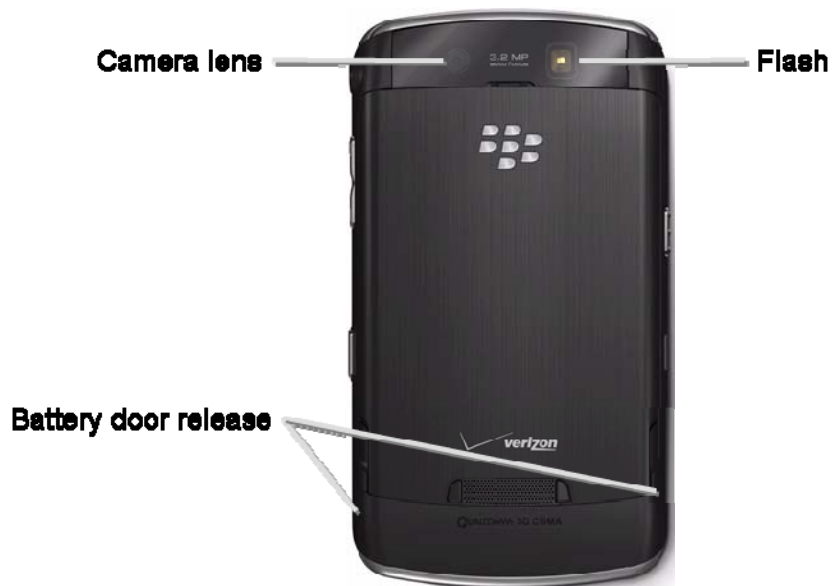
The Storm offers two programmable convenience keys and additional controls located on the device sides.



- The _____ port is different from previous BlackBerry devices.
- The headset jack supports a _____.

The Back of the Storm

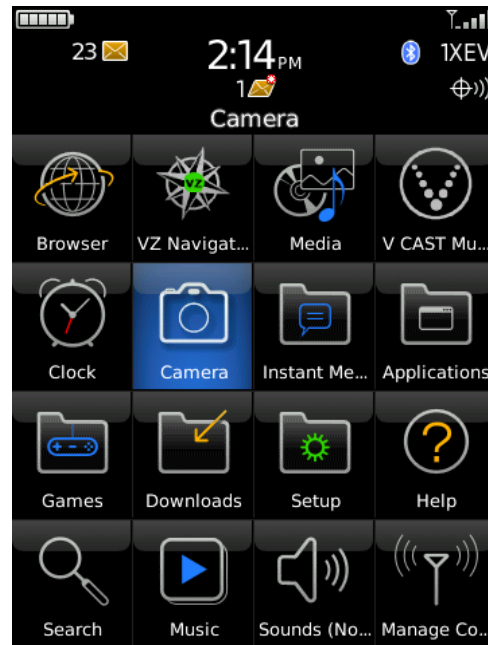
The camera lens, flash and battery door release are located on the back of the Storm.



- The battery door provides access to the _____, _____ and _____.

Storm Main Screen

In portrait view the Storm main screen will display eight icons. To display the entire full main screen, press the dedicated menu button and scroll.



In landscape view the Storm screen will automatically display twelve icons. Scroll to view the remaining icons.



Configuring Sounds and Alerts

Storm Setup Wizard

Similar to previous BlackBerry devices, the Storm will include a Setup Wizard. The Setup Wizard will launch when the device is first powered on and can be accessed from the Setup icon. The Setup Wizard will walk the user through the following tasks:

- Language
- Date and Time
- Navigation and Typing Tutorials
- Email Setup
- Set up Bluetooth
- Import SIM Card Contacts
- Font
- Learn about the touch screen
- Help



Short Answer:

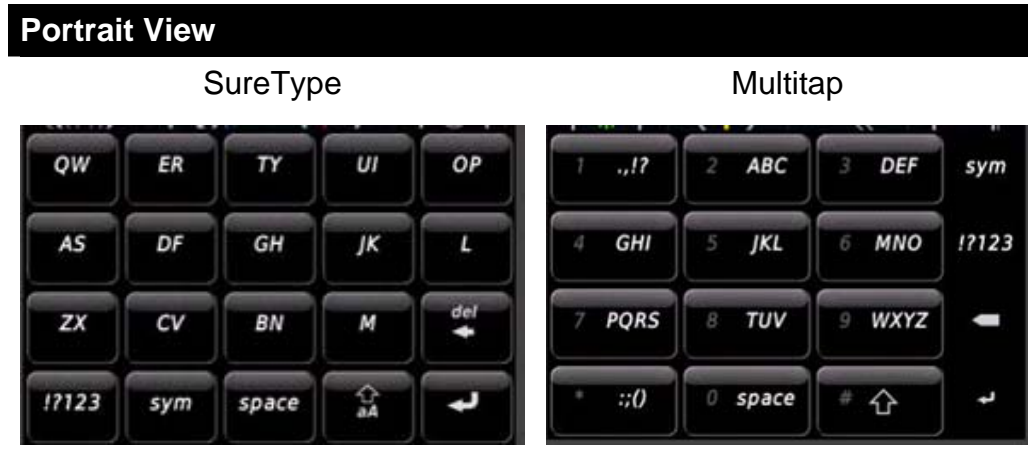
How have you used the Setup Wizard to help a customer perform a specific task?

Storm Keyboard

To access the Storm Virtual Keyboard, press the Menu button and then touch-click Show Keyboard.

In **Portrait View** the Storm supports two keyboards:

- SureType®
- Multitap



To change the default Portrait keyboard:

Press the Menu button and then click-touch Options> Screen/Keyboard > Portrait View Keyboard> select SureType or Multitap

Finally, press the Menu button and then click-touch Save

In Landscape View the Storm supports a 4-row QWERTY keyboard.



Take your World by Storm

Now with the BlackBerry Storm you can enjoy the nation's most reliable network at home and abroad. The BlackBerry Storm is designed to be a global communication tool suited to meet the needs of your lifestyle from formal business trips to casual vacations.

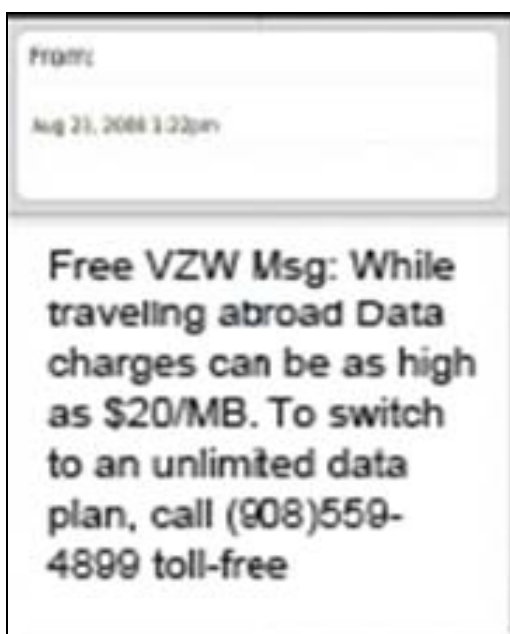
- Enhanced global support now covering Japan and South America.
- Built-in Quad-Band GSM support including the 2100 MHz band
- More than 200 voice destinations
- More than 150 data destinations
- Preinstalled SIM card
- Global Calling card and Global Service welcome guide included in the box
- Customers traveling globally must have the SIM card activated and provisioned with the appropriate global features. This includes a GlobalEmail - BlackBerry Plan or Feature.
- GlobalEmail – BlackBerry price plan and feature code information is available from InfoManager:

[Products/Svcs> International/Global Services> Global BlackBerry Service> Codes/Pricing: GlobalEmail - BlackBerry](#)

Global Pay-per-use Warning Message

Customers on a pay-per-use plan will receive a “Warning” text message regarding potential GSM roaming charges.

Note: Customers roaming on CDMA networks will NOT get this warning.



View the SIM Card Number



Fill In the Blanks:

- Press the _____ button
- Touch-click _____ > _____ > _____

SIM Card and GSM Service



Fill In the Blanks:

- GSM service is available only when the device is outside the _____ and the user has selected the Global profile or GSM profile.
- After Verizon Wireless global BlackBerry service is activated then the Verizon Wireless SIM cards will allow _____ GSM service.
- Attempting to use VZW GSM profile while in the US will result in a _____ or _____ error message.

Mobile Network Settings

When traveling overseas Verizon Wireless partners with many carriers to provide voice and data service. In some locations there may be two or more partner carriers available to the customer. Manually selecting the GSM carrier can resolve geographic signal strength issues by allowing the user to select another VZW preferred carrier.

Use the Global Service Network list from InfoManager to locate the VZW preferred carrier.

[Products/Svcs> International/Global Services> Global BlackBerry Service](#)> See Also

Important: If you provide the customer the instructions to change the Mobile Network settings, you must explain the steps required to return the device to automatic mode.

Mobile Network

The Mobile Network settings can be used to select a specific VZW preferred carrier.

To manually select a preferred GSM carrier follow these steps:

1. Press the Menu button and then touch-click Options> Mobile Network> Network Technology> GSM/UMTS> Network Selection Mode> Manual>
2. The Storm will scan for available networks.
3. Touch-click Mobile Network and then touch-click a preferred carrier from the available list.

International Text Messaging

Instructions to use SMS can be located in Knowledge Base.

 **Knowledge Base Keywords:** Creating and sending a TXT message

Important Notes:

Messages sent or received while outside the US are billed at the International message rate and bundled message rates do not apply.

Sending and receiving SMS messages in GSM mode has additional limits and restrictions. Refer to the following InfoManager article for specific details:

[Products/Svcs> International/Global Services> Global Phone> International TXT Messaging Restrictions for Global Phone](#)

Navigation by Storm

The Storm includes two applications that support GPS based navigation:

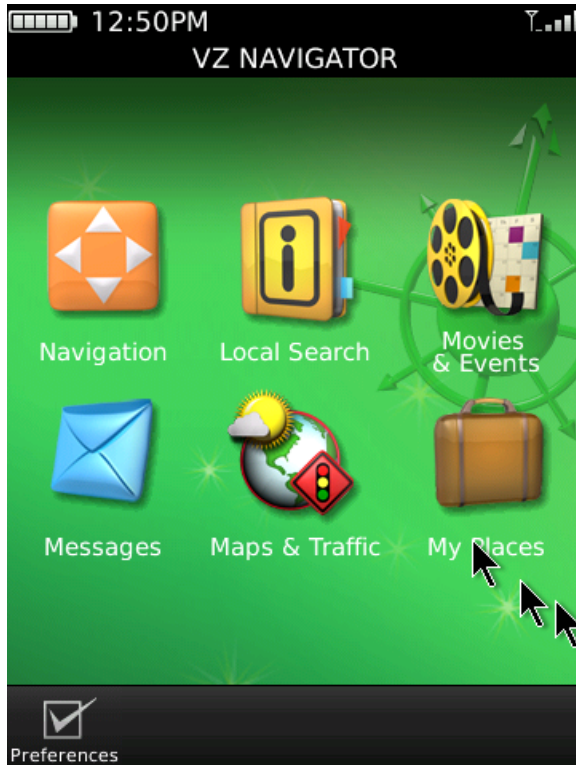
- VZ Navigator
- BlackBerry Maps

VZ Navigator

Customers traveling within the Verizon Wireless National Enhanced Services Rate and Coverage Area can use VZ Navigator to:

- Access audible turn by turn directions
- Search for points of interest
- Access traffic reports
- Send directions to other VZ Navigator subscribers

VZ Navigator offers improved device location capability over BlackBerry Maps because VZ Navigator combines the device GPS signal with the VZW network to provide faster and more accurate device location. This hybrid approach provides a better user experience and greater in building coverage.



BlackBerry Maps

Customers can use BlackBerry Maps to access driving directions and search for points of interest:

BlackBerry Maps is limited to:

- Providing visual maps and directions and is unable to provide audible turn by turn directions.

BlackBerry Maps relies solely on GPS satellite signals to determine the device location.

GPS signals rely on the device having an open sky view to receive the satellite signal leading to:

- A significant delay in pinpointing the device location
- Reduced in building coverage



Group Discussion:

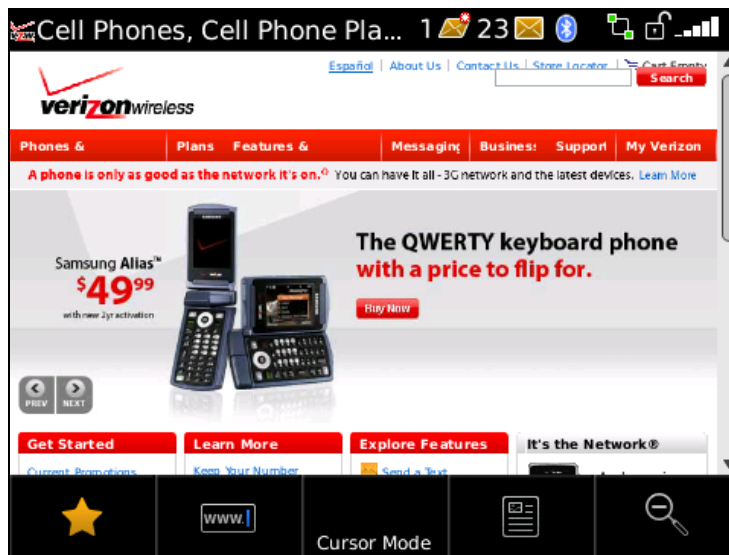
How will you position the distinct VZ Navigator benefits when discussing GPS navigation with our customers that our service both domestically and internationally?

Multimedia Storm

Enjoy full multimedia capabilities—videos, music, games and more—to entertain yourself when you are on-the-go. The BlackBerry Storm is a multimedia and social networking dream machine.

Web Browser

The Storm includes an HTML/3G web browser which provides a richer browsing experience. Check out your favorite sites, watch streaming video, and navigate the Web at fast 3G speeds for desktop browsing on the go.



The HTML browser offers the choice of viewing methods:

Page View	Provides the BlackBerry Smartphone user with the ability to view the web page from three zoom levels
Column View	Allows web page content to appear on the BlackBerry Smartphone screen. Any content that does not appear on the screen can be viewed by scrolling

HTML Browser Zoom

To zoom in or out on a web page by clicking the BlackBerry Menu button and then touch-clicking either Zoom In or Zoom Out.

Streaming Video

BlackBerry Storm supports streaming video in the Browser – including YouTube™ videos.

Downloaded media files from Internet or intranet sites to view, listen to, and save on the BlackBerry Storm.

Social Networking Storm

The Storm offers two preinstalled social networking applications that provide the user with the tools to keep in touch with friends and colleagues.

- Facebook for BlackBerry Smartphones
- Flickr Photo Uploader for BlackBerry Smartphone

Facebook

Facebook is a popular social networking website available to users at no cost. The Facebook for BlackBerry Smartphones application offers photo uploading capability and additional Facebook functions.

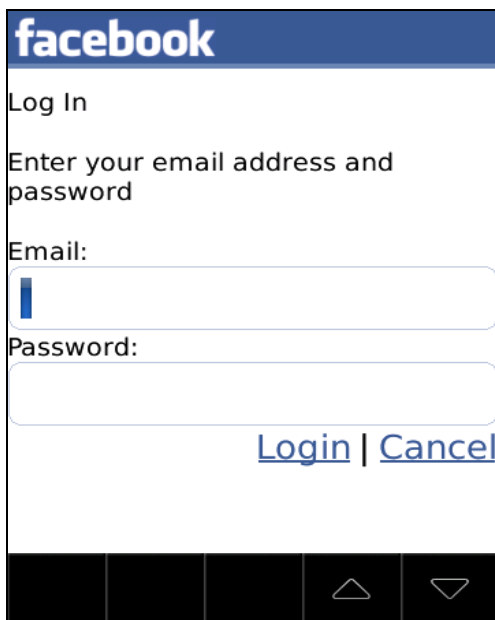
Additional information covering the application, Facebook for BlackBerry Smartphones, is available from the following link:

<http://na.blackberry.com/eng/devices/features/social/facebook.jsp>

Follow these instructions to access the Facebook application on the BlackBerry Storm:

- Press the Menu button and then touch-click Applications> Facebook

Note: To use the Facebook for BlackBerry Smartphones application the user must sign up for an account from www.facebook.com.



Flickr Photo Uploader

Flickr is a leading online photo management and sharing application. Flickr Photo Uploader for BlackBerry Smartphones is an application that allows the user to easily upload their photos to the Flickr website. Uploaded photos are easy to share with friends and family.

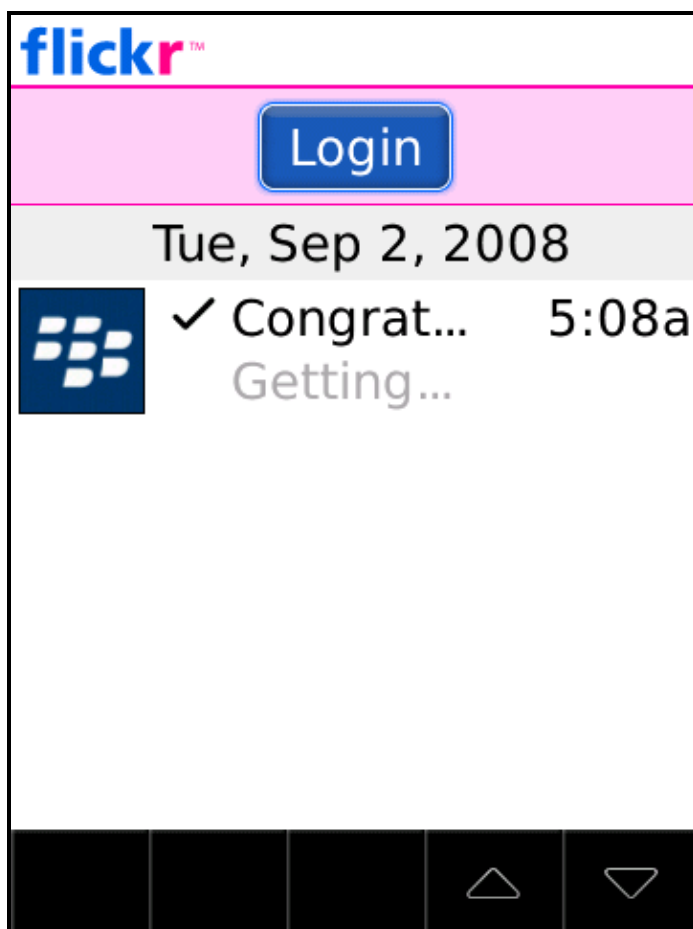
Additional information for the Flickr Photo Uploader for BlackBerry Smartphones is available from the following link:

<http://na.blackberry.com/eng/devices/features/social/flickr.jsp>

Follow these instructions to access the Flickr application on the BlackBerry Storm:

- Press the Menu button and then touch-click Applications> Flickr

Note: To use the Flickr Photo Uploader for BlackBerry Smartphones application the user must sign up for an account from www.flickr.com.





Group Activity:

During this activity your team will research the assigned website and then provide the class a summary of what your research uncovered.

Focus your research in the following sections of each website:

- Overview
- Getting Started
- System Requirements
- Support

Instructions:

1. Assign team members to research specific section sections of the assigned website.
2. Have a brief discussion that describes what each tab covers.
3. Decide on the delivery details and order for your team presentation.
4. Use the space provided on the next two pages to complete your research.



Notes:

Facebook Research and Notes	
Website Tab	Notes
Overview	
Getting Started	
System Requirements	
Support	
Downloads	

Flickr Photo Uploader Research and Notes

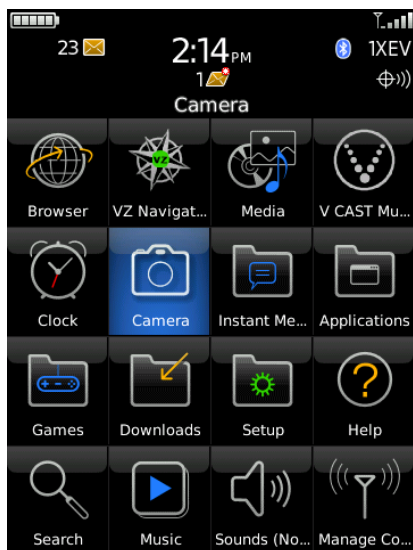
Website Tab	Notes
Overview	<hr/> <hr/> <hr/> <hr/>
Getting Started	<hr/> <hr/> <hr/> <hr/>
System Requirements	<hr/> <hr/> <hr/> <hr/>
Support	<hr/> <hr/> <hr/> <hr/>
Downloads	<hr/> <hr/> <hr/> <hr/>

Pictures on the Storm

The Storm includes a 3.2 Megapixel camera that supports:

- Auto-focus
- Auto-flash
- Image stabilization
- 2X digital zoom

The camera on the BlackBerry Storm is easy to use. Out-of-the-box, the right convenience key is programmed to operate the camera. Alternately the camera can be launched from the main menu touch-click the camera icon.



Here are some camera tips for the Storm

- To focus on a subject, touch the screen lightly until the picture is in focus and then press the screen, or press the right convenience key halfway until the picture is in focus and then press the key the rest of the way.
- To zoom in, slide your finger up. To zoom out, slide your finger down.

Camera Options allows the user to change the following settings:

- Default Flash Settings
- White Balance
- Picture Size
- Picture Quality
- Color Effects
- Enable/disable geotagging
- Picture storage location and folder

Geotagging is the process of adding geographical metadata to media files. Typically the metadata information includes the location where the image was taken listed as longitude and latitude.

Video Mode

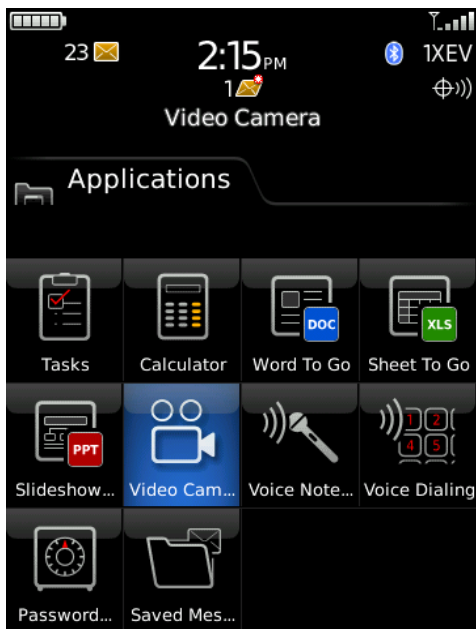
In Video Mode the Storm supports two video formats

- Normal Mode (240X180)
- MMS Mode (176X144)

The Video Mode options include

- Video Light
- Color Effect
- Video Format
- Video storage location and folder

The Video Camera can be launched from the device menu, touch-click Applications> Video camera icon.



Storm Media Application

Using the Storm Media Application is similar to the Media Application found on the BlackBerry Curve, BlackBerry Pearl and the BlackBerry 8830 World Edition.

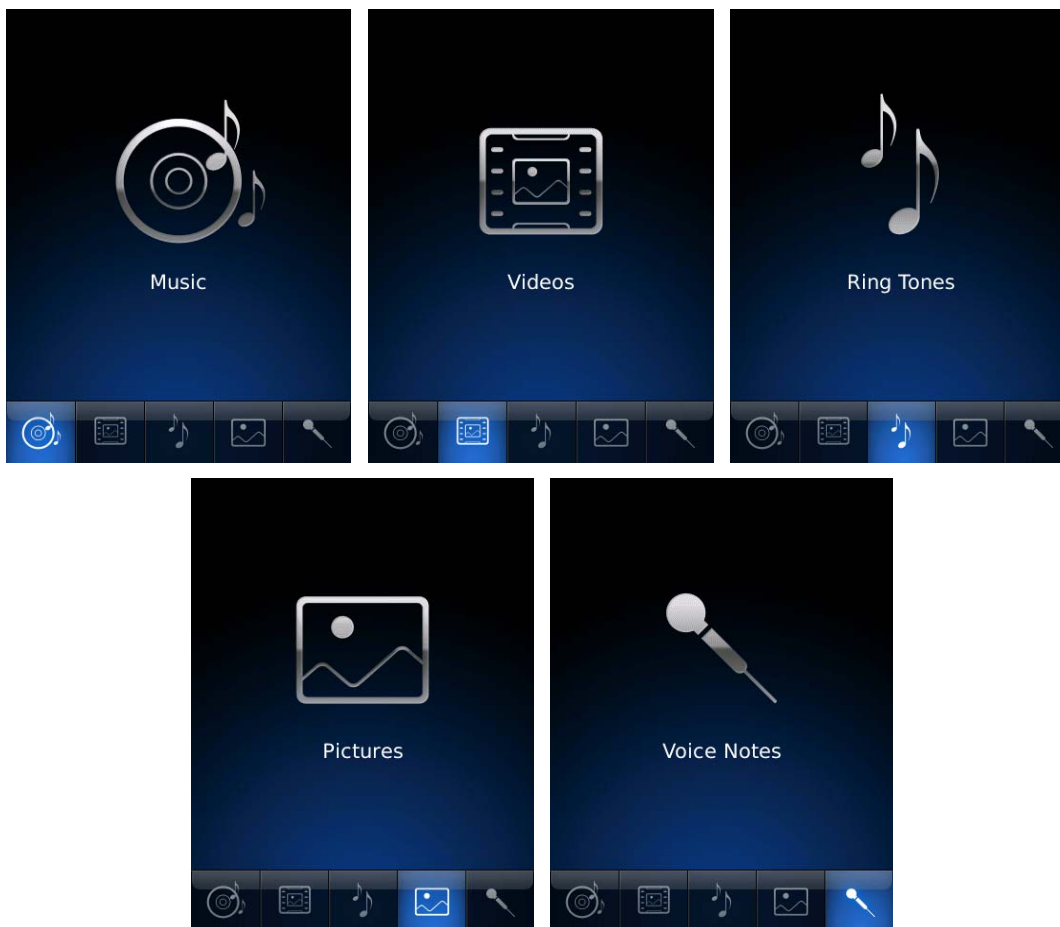
The Media application supports:

- The playback of Music, Ring Tones, Pictures, and Video
- The recording and playback of Voice Notes

To access the Media Application on the Storm:

Click the menu button and then touch-click the Media application then the appropriate application:

- Music
- Videos
- Ring Tones
- Pictures
- Voice Notes



Preparing for the Storm

The Storm is an all touch device with on screen keyboard and touch-click navigation. Here are some key tips to better understand how to operate the Storm.

- The screen is touch-sensitive and provides a tactile click when pressed lightly.
- To open an item, touch-click the item.
- To highlight or select an item or to place the cursor, touch the item without clicking the screen.
- To scroll down, slide your finger up.
- To scroll up, slide your finger down.
- When using applications, look for the Application Menu at the bottom of the screen to locate options such as, Compose, Previous, Next, Top, and Bottom.
- To type several numbers or symbols in a row, touch-click and hold the number or symbol key for approximately one second, and then press the number or symbol keys you want to type. Once you are finished typing the numbers or symbols, touch-click the number or symbol key again.
- To display the keyboard, press the Menu button and then touch-click Show Keyboard. You can also set one of the convenience keys to display the keyboard.



Storm Hands-on Activity:

This activity is designed to prepare you to assist customers with troubleshooting the Storm.

You are expected to exhaust all of your resources during this activity.

Mission One – Complete the Storm Wizard

1. Complete the Time and Date Setup Wizard.
2. Complete the Language Setup Wizard.
3. Complete the Navigation and Typing Tutorials Setup Wizard.

Based on the actions taken above complete the following:

1. When would you explain these tasks to a customer?

2. What challenges can these tasks help a customer overcome?

Mission Two – Storm Operation

1. Switch between portrait view and landscape view.
2. Access the Menu button in both views.
3. Scroll through the application icons.
4. Turn the device to landscape view and scrolls reveal all the icons.
5. Access the tasks application and open the keyboard and then switch between portrait view and landscape view.
6. Open the Memo application and practice using SureType, Multitap, and QWERTY keyboards.

Based on the actions taken above complete the following:

1. How will you explain these tasks to a long-term BlackBerry 8830 user?

2. How will you explain this task to a new BlackBerry user?

3. Describe any customer challenges you might encounter when explaining these tasks.

Mission Three – Key Storm Details

Locate and write down the following device information without removing the battery door:

1. MDN _____
2. MEID _____
3. SIM Card Number _____
4. BlackBerry PIN _____

Complete the following tasks:

1. Register the device on the BlackBerry network.
2. Send a PIN Message to a nearby team.

Based on the actions taken above complete the following:

1. List up to three scenarios that may require you to ask a customer to perform these tasks.

2. Describe up to three challenges you may encounter when explaining these tasks to a customer.

3. Explain the steps will you take to help the customer overcome the challenges you identified in step 2.

Mission Four – Personalize Your Storm

1. Create a contact for your favorite cartoon character. Avoid including personal information.
2. Change the default ring tone volume to low.
3. Assign a ring tone to the contact you created.
4. Change the SMS notification.

Based on the actions taken above complete the following:

1. How will you explain these tasks to a customer?

2. Describe up to three challenges you may encounter when explaining these tasks to a customer.

3. Explain the steps you will take to help the customer overcome the challenges you identified in step 2.

Mission Five – Multimedia and MMS

1. Take a picture and send it to your neighbor using MMS.
2. Open the website www.verizonwireless.com from the HTML browser and compare portrait view and landscape view using both the page view and column view options.
3. Assign a picture to the contact entry your team created during Mission Four.



Notes:

Based on the actions taken above complete the following:

1. Describe any foreseen customer challenges with explaining these tasks to a customer and the steps you will take to help the customer.

Mission Six – Media Application

1. Open the Media application and start music playback and then switch applications to the browser.
2. Exit the browser and then access the Media application to view a picture. Use the touch-screen zoom function and view the picture full-screen.
3. Record a voice note and send it as MMS message to your neighbor.



Notes:

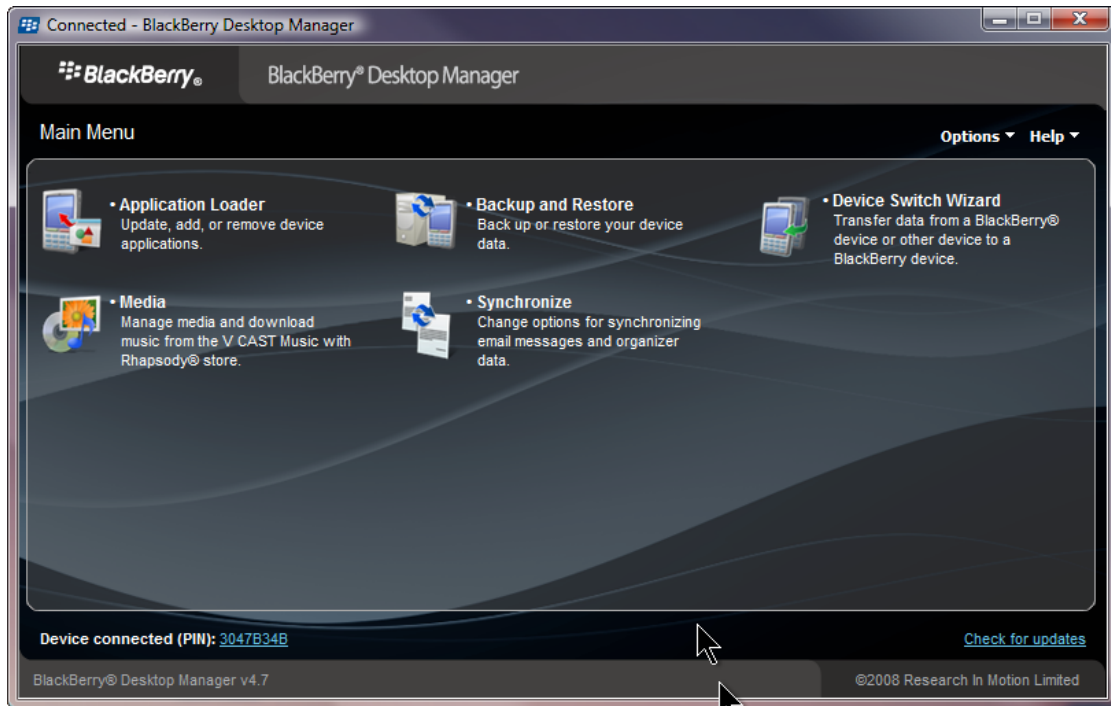
Based on the actions taken above complete the following:

1. How will you explain this task to a customer?

2. Describe any foreseen customer challenges with explaining these tasks to a customer and the steps you will take to help the customer.

BlackBerry Desktop Manager Software 4.7

The BlackBerry Desktop Manager Software 4.7 offers the ability to synchronize the Storm with a PC using the included USB cable.



BlackBerry Media Sync is a new application included with BlackBerry Desktop Manager Software 4.7. The applications available in BlackBerry Desktop Manager 4.7 include:

- Application Loader
- Backup and Restore
- Device Switch Wizard
- Email Settings
- Media
 - ✓ BlackBerry Media Manager
 - ✓ BlackBerry Media Sync
- Synchronize

The installation, configuration and operation of the BlackBerry Desktop Manager applications can be found in InfoManager from the Technical Support **How to** guides using the link below:

[Tech Support > Technical Support Tool > Overview - Technical Support Tool > BlackBerry](#)

BlackBerry Desktop Manager – Media

The BlackBerry Desktop Manager Software 4.7 includes support for three applications for the user to manage multimedia files.

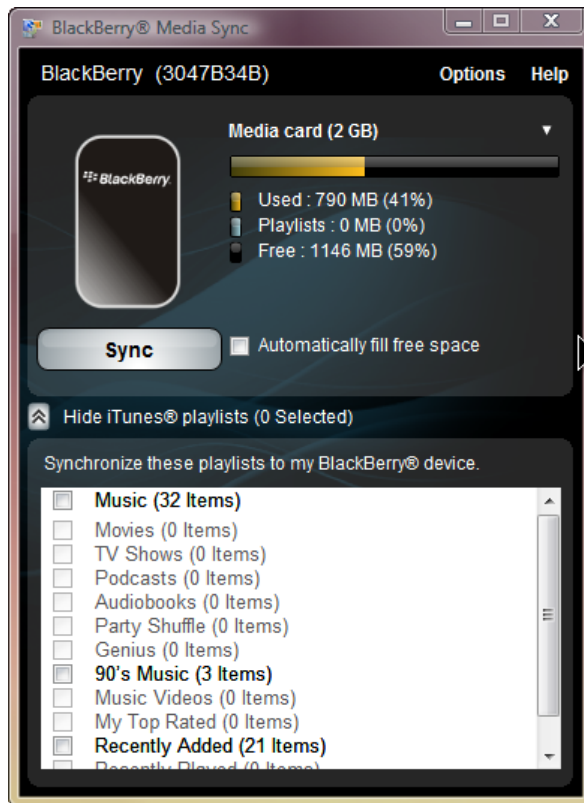


<p>V CAST Music with Rhapsody</p>	<p>V CAST Music with Rhapsody will be available soon after launch. Customers linking away from either the BlackBerry user tools CD or VZAccess Manager CD will be informed that V CAST Music with Rhapsody, both over-the-air and subscription services will soon be available on the Storm. Customers will be prompted to enter their email address if they would like to be notified when V CAST Music with Rhapsody is available</p>
<p>BlackBerry Media Manager</p>	<p>Transfer unprotected media files, including music, pictures, and video to the BlackBerry device or storage card.</p> <p>Note: BlackBerry Media Manager was introduced with the BlackBerry Desktop Manager Software 4.2 and the launch of the BlackBerry 8830 World Edition.</p>
<p>BlackBerry Media Sync</p>	<p>Select and transfer music from a PC to the BlackBerry Storm from your Apple® iTunes® music library.</p> <p>Note: BlackBerry Media Sync will not synchronize playlists containing photos, videos, or any unsupported music file types. Protected music files cannot be synchronized.</p>

BlackBerry Media Sync

BlackBerry Media Sync is installed with BlackBerry Desktop Manager Software 4.7. Users can also download the BlackBerry Media Sync application directly from the BlackBerry website.

<http://na.blackberry.com/eng/devices/features/media/mediasync.jsp>



BlackBerry Media Sync Requirements

- Windows XP Service Pack 2 or later
- Windows Vista
- Apple iTunes version 7.0 or later for Windows XP Service Pack 2 or later
- Apple iTunes version 7.2 or later for Windows Vista
- BlackBerry Device Software version 4.2 or later

BlackBerry Media Sync Supported iTunes File Types

Supported file types include:

- .wav
- .mp3
- .aac
- .m4a

Note: BlackBerry Media Sync will not synchronize playlists containing photos, videos, or any unsupported music file types. Protected music files cannot be synchronized.

BlackBerry Media Synchronization Options

BlackBerry Media Sync provides many user options to control the music synchronization.

- Select music storage location
- Smartphone memory
- MicroSD card
- Set a percentage of the storage location to keep free of music files

The user can synchronize music files from iTunes using these methods

- Automatically fill free space
- Select specific playlists
- A combination of Automatically fill free space and Select specific playlists

Note: If the size of the music files selected to synchronize exceeds the space available, the BlackBerry Media Sync application will randomly shuffle music files during subsequent synchronization sessions.

BlackBerry Media Sync Additional Information

The RIM website provides additional information covering BlackBerry Media Sync including:

- Overview
- System Requirements
- Support
- Download

<http://na.blackberry.com/eng/devices/features/media/mediasync.jsp>

BlackBerry Storm Support

Support for the BlackBerry Storm will follow the existing support structure for Verizon Wireless BlackBerry 8830 World Edition.

- Retail, B2B, and Enterprise staff will focus on sales, including device, accessories and service.
- Customer Care will focus on answering customer inquires surrounding accessories, billing, coverage, general device operation, general service questions and pricing.
- Technical Support will focus on supporting domestic users with voice, data, email setup, advanced device operation, BroadbandAccess Connect and device synchronization (PIM and Media) with BlackBerry Desktop Manager Software.
- Global Data Technical Support and Global Support teams will focus on supporting users outside the US with voice and data issues.
- Network Repair Bureau will focus supporting the Storm from tickets escalated via Remedy.

Additional support available:

- Facebook website support is available online from www.facebook.com
- Flickr website support is available online from www.flickr.com
- Flickr Photo Uploader for BlackBerry Smartphones is available from RIM
- Facebook for BlackBerry Smartphones is available from RIM
- RIM will support the Storm device and email issues outside the VZW scope of support. Escalations to RIM will follow existing area processes.
- BlackBerry Media Sync support is available online from www.BlackBerry.com/support or from RIM.
- Apple iTunes support is available from the application help files and online from www.apple.com.



Notes:



Technical Support Resources Activity:

In the technical support resources activity you will access the technical support tool and determine the resources available to assist you with resolving customer issues for the BlackBerry Storm.

1. Access InfoManager
2. Locate the Tech Support Tool
3. List the InfoManager Path used to locate the resources available
4. Describe the Tech Support Tool resources available for the specific product or service listed.

BroadbandAccess Connect Tech Support Tool Resources:

Path: [Tech Support](#)> [Technical Support Tool](#)> [Overview - Technical Support Tool](#)> [BroadbandAccess Connect](#)

The BroadbandAccess connect technical support tools include:

- How to guides – provide detailed information to assist a customer with using a feature or device. How to guides are divided into Tier and Tier 2.
- Troubleshooting Guide – provide detailed troubleshooting steps to resolve customer issues. Troubleshooting steps are divided into Tier and Tier 2.
- Answer Wizard – provide detailed steps to answer customer concerns for BroadbandAccess Connect. Answer Wizard provides Tier and Tier 2 steps.

How will you apply these resources when working with customers?

Email Setup Tech Support Tool Resources:

Path:

What resources are available from the InfoManager Tech Support Tool?

How will you apply these resources when working with customers?

Visual Voice Mail Tech Support Tool Resources:

Path:

What resources are available from the InfoManager Tech Support Tool?

How will you apply these resources when working with customers?

Picture and Video Messaging Tech Support Tool Resources:

Path:

What resources are available from the InfoManager Tech Support Tool?

How will you apply these resources when working with customers?

VZ Navigator Tech Support Tool Resources:

Path:

What resources are available from the InfoManager Tech Support Tool?

How will you apply these resources when working with customers?


Troubleshooting

Troubleshooting is divided into four categories:

- Account
- Network
- Device
- Educate

Account Troubleshooting

- Confirm MDN is Active in ACSS
- Verify the correct price plan and features are active
- BlackBerry price plan or feature code is required

 **Knowledge Base Keywords:** Verifying account and device provisioning

- Verify the MDN/MIN and MEID match the device and programming.
- Confirm recent PRL Update date.



Notes:

Network Troubleshooting

- Verify network coverage using VZWMap
- Review Alerts and Outage notifications from InfoManager.
- Confirm the MDN/MIN, MEID/ESN, price plan, and features from ACSS are active in the appropriate MTAS network elements including the RIM Relay.
- Roaming in CDMA and GSM requires the ACSS feature code for NationalAccess roaming.


Note: NationalAccess Roaming is an embedded feature included with global.


- The ACSS feature code NationalAccess Roam enables the 1X Roam field in the MTAS AAA Network Element.

 **Knowledge Base Keywords:** Verifying account and device provisioning

- Use the following Knowledge Base keywords for MARS:

 **Knowledge Base Keywords:** Verifying MARS 3G data records

 **Knowledge Base Keywords:** Verifying over-the-air (OTA) activation - MARS

 **Knowledge Base Keywords:** Identifying / Performing / Verifying a DMU Key reset

 **Knowledge Base Keywords:** Ensuring MDN / MIN match the ESN

 **Knowledge Base Keywords:** Identifying dropped calls


Device Troubleshooting

Device troubleshooting for the Storm is similar to other BlackBerry devices. The resources available when troubleshooting include:

- Equipment Guide
 - ✓ Features and Specifications
 - ✓ Pricing and Codes
 - ✓ Device Accessories
 - ✓ Support
- Knowledge Base – locate answers to complex technical issues by performing a search
 - ✓ Answer Wizards - provide probing questions for you to ask your customer, taking you step-by-step through the process to resolve an issue or set up a product.
 - ✓ How To's - help your customer get started with a new product or service.
 - ✓ Troubleshooting Guide - supply instructions to resolve your customer's issue, provided in the order they should be followed.

General Connectivity

- ✓ Confirm the device is showing VZW Coverage is available

 **Knowledge Base Keywords:** Determining Verizon Wireless service availability - Device Signal Indicators

General Device

Use the Technical support How to and Troubleshooting Guide for general BlackBerry device configuration and Troubleshooting:

[Tech Support> Technical Support Tool> Overview - Technical Support Tool> BlackBerry](#)

SOS Error

The SOS message on the BlackBerry Storm is an indicator that the device has been set to GSM mode and the SIM card is missing, damaged or improperly installed.

See the Technical Support Troubleshooting Guide for SOS Recovery for additional information.

[Tech Support > Technical Support Tool > Overview - Technical Support Tool > BlackBerry](#)



Educate

Verizon Wireless provides our customers excellent value in Wireless Internet service allowing our customers to keep in touch with friends and family and conduct business. Because our customers trust us to provide these vital communication services, we must educate the customer:

- On the proper use of the product, service, and/or device.
- On the importance of maintaining account login information.
- On the tools that are available to support them in the future.
- On the intended use of the product, service, and/or device.
- About support limitations.



Notes:

Storm Escalations

All unresolved Verizon Wireless network issues must be escalated to the NRB via a Remedy trouble ticket.

When completing a Remedy trouble ticket follow existing processes for your area.

Step-by-step instructions to complete a Remedy ticket can be located from the following path:

[Tech Support](#)> [General Troubleshooting](#)> [Remedy Tickets](#)> [Creating Remedy Tickets](#)



Notes:

Support for Non-network Issues

Verizon Wireless customers may call for support with the issues that are not network related including:

- BlackBerry Bundled software
- Third-party applications
- Other operating systems synchronization
- Device restrictions imposed by the BES administrator
- Email service provider issues
- Unresolved issues with the bundled software should be escalated to RIM using existing area processes.
- Third-party applications are supported by the application vendor. Vendors will vary, some vendors include: RIM and Handango.
- RIM provides support to synchronize the BlackBerry Storm with the Macintosh operating system. Synchronization software is available from:
 - <http://na.blackberry.com/eng/services/desktop/mac.jsp>
- Support for device operating restrictions implemented by a BES administrator must be referred to the BES administrator for support.
- Issues isolated to a customer's email service provider must be directed to the customers email service provider.



Notes:

Driving Success with the Storm



Group Activity:

BlackBerry Storm troubleshooting best practices activity.

Scenario 1

John is a long time Verizon Wireless customer but is a new BlackBerry Storm user. His reason for calling is voicemail not working properly. During the call he indicated he wants to learn more about using email and messaging features of his new phone.

1.

2.

3.

4.

5.

6.

7.

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9.

10.

Scenario 2

Maryanne upgraded to the BlackBerry Storm from a BlackBerry 7250 and she is not receiving her Yahoo! Email. The device can make and receive calls and browse the Internet.

1.

2.

3.

4.

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10.

Scenario 3

Amanda is a new BlackBerry Storm user and a new Verizon Wireless customer. One of the main reasons Amanda purchased the BlackBerry Storm is music support. She wants to know how to download music directly to the Storm.

1.

2.

3.

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