

# RIM BlackBerry® Storm2™ 9550 smartphone

## Features

- **Network Support:** Dual-band 800/1900 MHz CDMA/EVDO Rev. A networks; **Quad-Band:** 850/900/1800/1900 MHz GSM/GPRS/EDGE networks; **Single-Band:** 2100 MHz UMTS/HSPA networks
- **SIM Card:** pre-installed in BlackBerry Storm2
- **Memory:** 256MB Flash, 256MB RAM, **2GB** On-board
- **BlackBerry® Device Software v5.0**  
Integrated Email, Phone, SMS, Browser, Calendar, Address Book, and additional organizer applications.
- English, French and Spanish language support
- **BlackBerry Internet Service (BIS)** – add up to **11** email addresses to the BIS, including 10 supported email accounts and one BlackBerry email account
- **BlackBerry Enterprise Solution (BES)** - works to provide functionality such as single mailbox integration, remote address book look-up and more (**1** email address)
- **SurePress™** touch screen (touch and click action)
- **Display:** High resolution (480x360 pixel), 3.25" (dia.), color, TFT LCD. Supports over 65k colors.
- **16GB microSD** card installed (supports up to 16GB)
- **On-Screen/virtual** keyboard – portrait SureType, QWERTY and multi-tap, landscape/portrait QWERTY.
- **3.2MP Camera** w/Flash, auto-focus, IS, 2X digital zoom & Video Capture
- **Integrated speaker** and **microphone**, Hands-free headset capable)
- **WiFi** ready (802.11 b/g)
- **BlackBerry® Media Player**
- **Bluetooth®** (v2.1) inc. **A2DP** for stereo sound
- **Ring Tones:** Polyphonic (MIDI/MP3) + vibrate
- **Text, Picture, Video and Instant Messaging**
- **VZ Navigator** and **VZ Navigator Global** capable
- **Visual Voice Mail** compatible
- **Mobile Broadband** Connect capable (Windows only)
- **Instant Messaging applications for BlackBerry**
- **VCAST Music w/Rhapsody** (Subscription, wireless and PC download)
- **V CAST Video on Demand** capable
- Password protection and screen lock
- Device Insurance available

## Specifications

- **Dimensions:** (H x W x D): 4.4" x 2.4" x 0.53"
- **Weight:** Approx. 5.5 oz. (including Sntd. Battery)
- **Standard Lithium Cell:** 1400 mAh
- **CDMA:** up to 269 hrs. standby or up to 330 mins. of talk time
- **GSM:** up to 12.7 days standby or up to 5 hours of talk time
- **UMTS:** up to 11.7 days standby or up to 6 hours of talk time
- **SAR** Info – 1.01 w/kg-ear 1g; 0.63 w/kg –body 1g
- **Hearing Aid Compatibility** = **M3**

## Verizon Wireless announces the RIM BlackBerry® Storm2™ 9550 smartphone to our advanced devices product line-up!!

Stay connected to the people, places and things that matter most with the new **BlackBerry® Storm2™ 9550 smartphone**. Stay entertained with **V CAST Music w/Rhapsody** and **V CAST Video on Demand**. Get more out of life, with tons of great apps available, added **Wi-Fi®**, next generation **SurePress™** touch screen technology and a pre-installed **16GB microSD** card for your multimedia files like videos and music. Stay connected, with a solid BlackBerry smartphone messaging experience – on a touch screen – including features like push delivery, instant messaging, Facebook® and MySpace® access, plus email and text communications. And have fun, with the largest BlackBerry smartphone browsing experience, a large, high-resolution screen, **3G technology** and video recording capability. It's powerful, impressive and out of the ordinary – and it's everything you expect from a BlackBerry smartphone.



The All Channel launch of the **BlackBerry Storm2** is scheduled for **October 28th, 2009**.

Product Codes		
SKU	Device UPC	Launch Kit
BB9550S2	843163050969	BB9550-LK
CLNR	Mock Up	VISION ID
FRUBB9550	BB9550S2MOC	16841

Device Insurance Tier
TEC/WPP Adv. Device Tier

National Retail Price at Launch Only (*price before \$100 VMIR)			
2-Year	1-Year	Retail	Impulse
\$279.99*	\$349.99*	\$539.99	N/A

## BlackBerry Storm2

### THIS PACKAGE CONTAINS

- BlackBerry® Storm2™
- Lithium Ion Battery
- BlackBerry® Stereo Headset - 3.5mm
- BlackBerry® Micro-USB International Charger with BlackBerry® International Adapter Clips
- USB Cable
- 16 GB microSD™ Memory Card pre-installed
- SIM Card pre-installed
- Quick Reference Guide
- Global Support Kit
- Tips Foldout
- Documentation Kit (including BlackBerry® User Tools CD)

# RIM BlackBerry Storm2 In Box Accessories

Standard Li-Ion Polymer Battery (1400mAh)  
RIMSTORMBAT



3.5 Stereo Headset

No warranty & will not be carried in our inventory



SIM Card  
Pre-installed in Device



**BlackBerry**

Micro USB Wall Charger w/International Adapters  
RIMMICICHG  
Direct Fulfillment



16GB SanDisk® microSD™ Memory Card  
Pre-installed in Device



Micro USB Data Cable  
MICUSBCAB  
Limited Stock



Launch packet accessories support the initial launch of this device. Accessories and part #'s may change throughout the course of the handset life. Always refer to the accessory section of the Equipment Guide to view most updated accessories listing. Click on accessory link found on the Equipment Guide

# RIM BlackBerry Storm2 9550 Accessories

Vehicle Power Charger  
MICUSBVPC



Wall Charger  
MICUSBTVL



Battery Only Charger  
RIMSTORMBATCHG  
Limited Stock



Micro USB Vehicle & Wall Combo  
MICUSBDUALCHR



Stereo Headset w/Multi Media Controls  
RIMSTORMPSHS  
Limited Stock



Desktop Charging Pod For Storm 2  
(adapter not included)

RIM9550DTC  
(DF for Launch) Limited Stock



**IMPORTANT: Storm2 handset DOES NOT fit with Storm 1 Desktop Charger. PLEASE ADVISE CUSTOMERS.....**

# RIM BlackBerry Storm2 9550 Cover Solutions

## Silicone Covers



*Matte Black*  
**RIM9550SILB**



*Matte Clear*  
**RIM9550SILC**



*High Gloss Blue*  
**RIM9550SILHGB**



*High Gloss Clear*  
**RIM9550SILHGC**



*High Gloss Purple*  
**RIM9550SILHGP**

## 2 Piece Snap-On Covers



*Clear*  
**RIM9550COVC**



*Pink*  
**RIM9550COVP**



*Chrome*  
**RIM9550COVCH**



*Body Glove*  
**RIM9550COVBG**  
*Post Launch*

## Rear Covers



*Black w/ Peace Signs*  
**RIM9550BCOVBP**  
*Post Launch*



*Pink w/ Peace Signs*  
**RIM9550BCOVPPC**  
*Post Launch*



*Blue*  
**RIM9550BCOVBL**  
*Post Launch*



*Red*  
**RIM9550COVR**  
*Post Launch*

## Display Protectors



**RIM95503PKSP**

# RIM BlackBerry Storm2 9550 Carrying Solutions

## Device Specific Pouches



Leather Pouch w/Sleep  
Mode & Swivel Clip  
RIMSTORMPCH



Leather Side Pouch  
w/ Swivel Clip  
RIMSTORMSDPCH



Side Leather Pouch  
w/Swivel Clip  
RIM8330CAS



Side Leather Pouch  
w/Sleep Mode & Swivel Clip  
RIMPCHSLP  
*Post Launch*

## Holsters



Front Facing Swivel Plastic Holster  
w/Sleep Mode & Swivel Clip  
RIM9550HOL



Rubberized Swivel Holster  
w/Sleep Mode & Rear Cover  
RIM9550HOC



Leather Swivel Holster  
w/Sleep Mode & Rear Cover  
RIM9550HOCL  
*Limited Stock*  
*Post Launch*

## Universal Pouches



PDASDPCH5



PDAPCHBRN1



PDASDPCH3



BGPDASDPCH



# Hands Free, Music and Memory

## Stereo Headsets



MEH50BLKT35



MEH25BLUT35



MEH25PNKT35



VZWBUDSHSB1



DIGCRVSHST35

## Mono Headsets



JABBUZWAVT25



PLANFLXBOMT25



M175RT25

## SanDisk



TADP-2GB



TADP-4GB



TADP-8GB



TADP-16GB

## Verizon Wireless Branded



TADP-2GBVZ



TADP-4GBVZ

## Memory Card Reader



MICROREADHC1



MCREADERHC



MICROREADHC

Launch packet accessories support the initial launch of this device. Accessories and part #'s may change throughout the course of the handset life. Always refer to the accessory section of the Equipment Guide to view most updated accessories listing. Click on accessory link found on the Equipment Guide

# Bluetooth Headsets

**Jawbone Prime**  
w/**Noise Assassin**  
**Technology**  
JAWPRIMEB



Talk time: Up to 4.5 hrs  
Standby: Up to 8 days

**Plantronics Voyager**  
**Pro**  
PBTVPRO



Talk time: Up to 6 hrs  
Standby: Up to 5 days

**Motorola H15**  
MBTH15Z



Talk Time: Up to 4.5 hrs  
Standby: Up to 200 hrs

**Motorola H790**  
MBT790Z



Talk time: Up to 5 hrs  
Standby time: Up to 7 days

**Motorola H710**  
MBT710Z



Talk time: Up to 6.5 hrs  
Standby time: Up to 200 hrs

**LG HBM-570**  
LBT570SLV



Talk Time: Up to 5 hrs  
Standby Time: Up to 150 hrs

**LG HBM-520**  
LBT520Z



Talk Time: Up to 7 hrs  
Standby Time: Up to 250 hrs

**Plantronics 232**  
PBT232Z



Talk Time: Up to 8 hours  
Standby Time: Up to 180 hrs

**Jabra 2050**  
VBT2050



Talk Time: Up to 6 hours  
Standby Time: Up to 240 hours

**LG 210**  
LBT210Z



Talk Time: Up to 7 hours  
Standby Time: Up to 250 hours

**For all other Bluetooth Headsets please refer to your Bluetooth Accessory matrix**

# Bluetooth Stereo Accessories



Moto Stereo Bluetooth Headset w/ Arm Band  
**MBTS9SHSZ2**

- Music mutes when call received
- Barely 1 ounce
- Music Time: Up to 6 hours



Moto Stereo Bluetooth Headset  
**MBTS305SHS**

- Music Time: Up to 6 hours
- Standby Time: Up to 4 days



JBL EQ7 Bluetooth Speaker System  
**MBTEQ7**

- Wireless speakers that deliver music and speakerphone calls



Moto Bluetooth In-Car Speakerphone & Digital FM Transmitter  
**MBT505HF**

- Up to 20 hours usage
- Up to 6 hours music time
- Up to 340 hours standby



Jabra Stereo Bluetooth Headset  
**JBT3030**

- Usage Time: Up to 9 hours
- Music Time: Up to 6 hours
- Standby Time: Up to 250 hours



Jabra Bluetooth In-Car Speakerphone with FM-Transmitter  
**JBT700**

- Up to 14 hours talk time
- Up to 11 days standby



LG Bluetooth Stereo Speakerphone  
**LGCOMSSBT**

- Up to 20 hours talk time
- Up to 900 standby



Altec Lansing Orbit-M Speaker  
**IMT207VZW**

- Up to 24 hrs on 3 AAA batteries



# BlackBerry Storm2 Overview

## Power/Lock Key:

Turn On/Off Smartphone  
Lock/Unlock the screen

## Mute Key:

Play/pause a media  
file; Mute a call

## Back of Device

• 3.2 MP camera w/Flash

## Under Battery Cover:

-microSD slot  
-SIM Card Slot

## 3.5mm Headset Jack

## Volume Keys

## Left Convenience Key:

Open the voice-dialing  
application

## SurePress™ touch screen

## Right Convenience Key:

Open the camera  
Autofocus  
Take a picture

## Escape Key:

Move back a screen  
Close a menu

## End Key:

Return to the Home screen  
End a call  
Turn on/off your device

## Micro-USB Port

## Menu Key:

View Applications List  
Open the Menu in  
an application

## Send Key:

Open the Phone  
Call a highlighted  
number



 **BlackBerry Storm2.**



# SurePress™ Touch Screen

The BlackBerry Storm2 smartphone features the innovative SurePress™ touch screen that supports both user interactivity and a crisp, clear visual experience. It's designed for people who place equal importance on mobile entertainment technology (streaming, music, etc.) and mobile communication technology (email, Internet, etc.). The SurePress touch screen on the BlackBerry Storm2 comes with a few enhancements that make the interaction between user and device more natural, comfortable and non-tiring. These enhancements include:

- convenience keys which are now integrated into the SurePress touch screen
- greater consistency with tactile response across whole screen

## Here are some tips when using the SurePress™ Touch Screen:

### Highlighting and Selecting

- To select an item, click (press) the item.
- To highlight an item or to place the cursor, touch the screen lightly.
- To hide the keyboard, slide your finger down.


### Scrolling

- To scroll down, slide your finger up.  
To move down a screen, slide your finger up quickly.
- To scroll up, slide your finger down.  
To move up a screen, slide your finger down quickly




### Moving between items

- To move to the next item, slide your finger to the left quickly.
- To move to the previous item, slide your finger to the right quickly.

### Zooming and Panning

- To zoom in to a picture or web page, touch the screen twice quickly. To zoom out from a picture or web page, press the  key.
- To pan a picture, slide your finger in any direction.

### Other Navigation tips:


- To open a menu in any application to access options and available actions, press the  key.
- To close a menu or move back a screen, press the  key.
- To lock the screen or device, press the **Lock** key.
- To return to the Home screen, press the  key.



 **BlackBerry**

# BlackBerry Storm2 Basics

## Powering your BlackBerry smartphone On and Off

- If you have not set your BlackBerry® smartphone to turn on and turn off automatically at specific times, hold the  key.
- If you have set your BlackBerry smartphone to turn on and turn off automatically at specific times, in the application screen, click **Turn Power Off**.
- If you want the BlackBerry smartphone to turn on again at the specified time or for alarm or calendar reminders, click **Turn Off**.

## OTA Instructions for your device

1. Perform the usual billing system activation procedure.
2. Power-up the phone and enter Star Code, \*228 [Send].
3. The following audio message will be heard: *“Welcome to Verizon Wireless’ device programming . This call is airtime free. To program your phone, press 1. Update your roaming capabilities, 2, to switch devices and use your same mobile number, 3.”*

**Note:** Programming will take up to 2 minutes. Should the programming exceed 45 seconds, the following audio message will be repeated at 25 second intervals: *“Please continue to hold. Your phone is being programmed.”* You will hear an audio message once the phone has been successfully programmed.

## Manual Activation Instructions

1. Enter phone application – one time dial ##000000 and press the **Send** key. (This will open the “**CDMA Service Edit Screen**”)
2. In the first field, “**Mobile Directory Number**”, delete the default entry and enter the **MDN**.
3. In the second field, “**IMSI\_S**”, delete the default entry and enter the **MIN**.
4. Scroll to the bottom of the “**CDMA Service Edit Screen**”.
5. Verify SIP login information is correct.  
Login: **MDN@vzw3g.com**  
Password: **vzw**
6. Click the BlackBerry key to display **Menu**.
7. Select and click **Save**.
8. Device will save information and reboot.

Manual programming is now complete.

## Battery Hints.... Try performing the following actions:

- Set your BlackBerry® device to turn on and turn off automatically.
- Charge your device regularly.
- Keep your battery connections clean. Every few months, use a cotton swab or dry cloth to clean the metal contacts on the battery and the device.
- Set backlighting to remain on for a shorter period of time and lower its brightness.
- Turn off the connection to the wireless network when you are not in a wireless coverage area.
- Switch your vibrating notifications to sound or LED notifications, lower the volume of your sound notifications, or select a shorter ring tone.
- Delete the original message when you send a reply.
- Send a message to multiple contacts using Add To, Add Cc, or Add Bcc.
- Turn off the flash in the camera.
- Close third-party applications from the application menu when you are finished with them.
- Change your browser options for animated graphics so that they repeat less often on web pages.

# BlackBerry Storm2 Overview

## Applications and Network Indicators: Here are a few to get you started.....



-In the Setup folder, click **Setup Wizard** to learn about typing, change options to personalize your BlackBerry smartphone, and set up your email address. The Setup Wizard also provides links to information about common tasks.



-In the Setup folder, click **Email Settings** to set up one or more email addresses or change BlackBerry Internet Service email options.



-Click **Browser** to visit web pages or view the browser bookmark list.



-Click **Camera** to take a picture.



-In the Applications folder, click **Video Camera** to record a video.



-Click **Media** to view your saved videos, ring tones, pictures or songs.



-Click **Messages** to view a list of your messages. More than one message list might appear on your device.



-Click **Options** to view the main list of BlackBerry smartphone options. You can also access additional options from the menu in each application.



-Click **Contacts** to view your contact list or add a new contact.



-Click **Help** to view the User Guide for your BlackBerry smartphone. The User Guide provides procedures to help you use your BlackBerry smartphone.



-Click **Visual Voice Mail** to manage your Voice Mail. You can view, listen to, delete and manage your messages regardless of delivery order.



-Click **VZ Navigator** to get spoken, turn-by-turn directions and locate more than 41 million local businesses and attractions.



-You can use the phone, send and receive email messages, PIN messages, SMS text messages and MMS messages. You can use the phone and send and receive email messages or use the browser simultaneously.



-You can use the phone, send and receive email messages, PIN messages, SMS text messages and MMS messages, and use the browser with a high-speed data connection.



-You can use the phone, send and receive email messages, PIN messages, SMS text messages and MMS messages, and use the browser.



-You can use the phone and send and receive SMS text messages.



-You can only make emergency calls.



-Your connection to the wireless network is turned off.



-You are not in a wireless coverage area.

# BlackBerry Storm2 Helpful Hints

## How to place a telephone call


The BlackBerry smartphone is equipped with an integrated earpiece and microphone. You can place and answer phone calls from your smartphone.

### Make a call



1. On the Home screen or in the phone application, perform one of the following actions:

- Type a phone number. To call an international number, type +, then the country code, then the area code, then the phone number. For example: + 44 1206 123 4567 could be used to call a number in the United Kingdom from the United States or abroad.
- Click the **Contacts** icon. Highlight a contact or phone number.


2. Press the  key.

To end the call, press the  key.

### Answering a call

Press the  key. To end the call, press the  key.

## Send an SMS Text message

1. In a message list, press the  key.

2. Click **Compose SMS Text**.

3. In the **To** field, perform one of the following actions:

- Type an email address.
- Type an SMS phone number. If you are outside the U.S., enter the contact's phone number as if you were calling it. (Include "+" or exit code and country code).
- Type a contact name.
- Type part of a contact name. Click a contact.


4. Type a message.

5. Press the  key.

6. Click **Send**.

## Visit a Web page

1. In the browser, perform one of the following actions:

- If a web address field appears on the screen, type a web address.
- If a web address field does not appear on the screen, press the  key. Click **Go To**. Type a web address.


2. Press the **Enter** key.

## Zoom in to or out from a web page

On a web page, touch the screen twice quickly.


To zoom out, press the **Escape** key.

## Move back or forward a web page

1. On a web page, press the **Menu**  key.

2. Click **Back** or **Forward**.


## Schedule an appointment

1. In a calendar, press the  key.

2. Click **New**.

3. Type the appointment information.

4. If the appointment recurs, change the **Recurrence** field.

5. Press the  key.

6. Click **Save**.

## Delete an appointment or meeting

1: In the Calendar, highlight an appointment or meeting.

2: Press the  key.

3: Click **Delete**.

# BlackBerry Storm2 Helpful Hints

## Take a picture

1. In the camera, if necessary, perform the following actions:

- To zoom in to or out from a subject, slide your finger up or down.
- To lock the focus on a subject, press the **Right Convenience** key halfway.

2. To take a picture, click the **camera** icon.

**Note:** The approximate number of pictures that you can save to the device memory or the media card appears in the lower-left corner of the screen.

## Pan a picture


To perform this task, you must zoom in to the picture. On a picture, slide your finger in any direction. To close the picture, press the **Escape** key once in the camera or twice in the media application.

## Zoom in to or out from a picture

On a picture, touch the screen twice quickly. To zoom out, press the **Escape** key.

## Change the picture size

The larger the picture, the more memory the picture requires.

1. In the camera, press the **Menu**  key.
2. Click **Options**.
3. Change the **Picture Size** field.
4. Press the **Menu** key.
5. Click **Save**.

## Record a video

1. In the video camera, click the **record** icon.
2. To pause recording, click the **pause** icon again.

**Note:** The approximate amount of memory available for saving videos to the device memory or the media card appears in the lower-left corner of the screen.

## Change the video size and format

The larger the video, the more memory the video requires.

1. In the video camera, press the **Menu** key.
2. Click **Options**.
3. Change the **Video Format** field.
4. Press the **Menu** key.
5. Click **Save**.

## Change the location for storing pictures or videos

1. In the camera or video camera, press the **Menu** key.
2. Click **Options**.
3. Perform any of the following actions:
  - In the camera, change the **Store Pictures** and **Folder** fields.
  - In the video camera, change the **Folder** field.
4. Press the **Menu** key.
5. Click **Save**.





# BlackBerry Storm2 Helpful Hints

## About Picture and Video (MMS) Messaging

You can send and receive MMS messages on the BlackBerry Storm2. If you have more than one phone number associated with your BlackBerry® smartphone, your device sends MMS messages using the first phone number that appears in the drop-down list at the top of the phone screen.




You can add pictures that are not copyright protected to an MMS message, but the message cannot exceed 300 KB.

**Audio Formats supported:** MP3, AAC-LC, AAC+, eAAC+, AMR-NB, QCELP EVRC, WMA, WMA ProPlus

**Attachment Formats supported:** DOC, XLS, PPT, PDF, JPG, BMP, GIF, PNG, TIFF, WPD, HTML, and ZIP

**Video Formats supported:** H.263, MPEG4, H.264, WMV9

## Send an MMS message

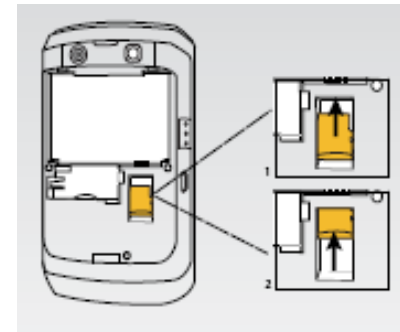
1. In a message list, press the  key.
2. Click **Compose MMS**.
3. Perform one of the following actions:
  - If the contact is not in your address book, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. If you are outside the U.S., enter the contact's phone number as if you were calling it. (Include "+" or exit code and country code).Press the  key.
  - If the contact is in your address book, click a contact. Click an email address or MMS phone number.
4. Type a message.
5. Press the  key.
6. Click **Send**.

## Memory Card

The BlackBerry Storm2 comes with an 16GB microSD memory card installed. It supports memory cards up to 16GB. The microSD media card is used to extend the memory available on your BlackBerry® smartphone for storing your media files such as songs, ringtones, videos or pictures. Should you choose to insert memory cards of other capacities, please follow these simple instructions:

### To insert the media card

- 1: Lift off the battery cover using the notch at the bottom of the bottom of your BlackBerry smartphone.
  - 2: Hold the microSD card so that the metal contacts on the microSD card face down and point toward the top of your BlackBerry smartphone.
  - 3: Slide the microSD card into the microSD card slot until it stops.
- To remove the microSD card, pull the microSD card down using the notch at the bottom of the memory card.



# BlackBerry Enterprise Server - BES

## BlackBerry Enterprise Server (BES)

*Note: The use of BES requires company IT involvement*

The BlackBerry Enterprise Solution is a flexible, IT-friendly solution that provides mobile users with secure wireless access to their enterprise email and business critical applications (including Microsoft® Outlook, IBM® Lotus® Notes® or Novell® GroupWise®). The BlackBerry Enterprise Solution allows mobile users to access communications and information wirelessly, including:

**Messaging and Collaboration Tools** – Proven BlackBerry technology makes it easy for mobile workers to stay connected with colleagues and information:

**Email** – Wirelessly extends existing enterprise email using automatic BlackBerry push delivery.

**Personal Information Management** – Complete wireless synchronization of calendar, address book, tasks and notes keeps mobile workers up-to-date.

**Enterprise Data** – Wirelessly enables enterprise applications, intranets, data stores and back-end systems, including customer relationship management (CRM), sales force automation (SFA), field service automation (FSA), network and systems management (NSM), business intelligence and more.

**Personal Productivity Tools** – With the BlackBerry Enterprise Solution, users gain seamless access to information using best-in-class wireless devices that integrate:

- Phone
- Web
- SMS
- And more

*(Continued...)*

## Set up your smartphone with BlackBerry Enterprise Server (BES)

### 1. Install and set up the BlackBerry Desktop Software

-If you use Microsoft Outlook, ask your system administrator whether the BlackBerry Enterprise Server or BlackBerry Desktop Redirector will redirect your email messages.

- a) Insert the BlackBerry Desktop Software installation CD into your CD-ROM drive.
- b) Complete the on-screen instructions.

### 2. Generate an Encryption Key

- Verify that your handheld is connected to your computer.
- On the Windows taskbar, click **Start**
- Select: **Programs > BlackBerry > Desktop Manager**.
- Complete the on-screen instructions.

### 3. Enable Mail Redirection

**-BlackBerry Enterprise Server:** Email is forwarded to your handheld automatically.

**-BlackBerry Desktop Redirector:** On the Windows taskbar, click **Start**. Select **-Programs > BlackBerry > BlackBerry Desktop Redirector**. The BlackBerry Desktop Redirector must be running for email to be forwarded to your handheld.



# BlackBerry Internet Service - BIS

## BlackBerry Internet Service (BIS) email option

This option is most common for individual users. Use this email set up option to create a new email address or to associate your smartphone with one or more (up to 10) existing email addresses.

***Note:** Before setting up the smartphone be sure the battery is fully charged and the smartphone is activated on the Verizon Wireless network. Please refer to the User Guide posted in the Equipment Guide for additional information.*

### Setting up your BlackBerry Internet Service Email using the Set Up Wizard.\*

1. From the Homescreen, click **Setup**.
2. Click **Email Settings**.
3. If you agree to the legal terms and conditions, click **I accept**.
4. Select the email service provider (e.g. Yahoo.com) you want to add to your device. If your service provider is not listed, select **Other**. Click **Next**.
5. Type your email address and password. Click **Next**.
6. A Confirmation screen appears when the address has been added. Click **Finish**.
7. To create a BlackBerry email account for your smartphone, click **Add**.
8. Select **Create New Address**. Click **Next**.
9. Type the BlackBerry username and password that you want to use. Specify any additional information requested. Click **Next**.
10. A confirmation screen appears when the address has been added. Click **OK**.
11. Your smartphone has now been successfully associated with two email addresses. Click **Close**.





 **BlackBerry Storm2**


# Bluetooth® Information

## Bluetooth® on the BlackBerry Storm2 9550:

The BlackBerry Storm2 supports the following Bluetooth Profiles: Headset (HSP), Hands-free (HFP), Serial Port (SPP), Dial-up Networking (DUN), Advanced Audio Distribution (A2DP) and Audio/Visual Remote Control Profile (AVRCP). OBEX Profiles: PBAP.

### Turn on Bluetooth on your BlackBerry device

1. From the Home screen click on the **Menu Key** . Then click **Options**.
2. Click **Bluetooth**.
2. Press the  key.
3. Click **Enable Bluetooth**.

To turn off Bluetooth® technology, press the  key. Click **Disable Bluetooth**.

### Pair with a Bluetooth enabled device

Some Bluetooth enabled devices have passkeys that you must type before you can pair with them.

1. On the Homescreen, click the **Manage Connections** icon.
2. Click **Set Up Bluetooth**.
3. Click **Search**.
4. Click on a Bluetooth enabled device.

### Connect to a Bluetooth enabled device

Verify that Bluetooth technology is turned on and that your BlackBerry smartphone is paired with a Bluetooth enabled device.

1. On the Homescreen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth enabled device.
3. Press the **Menu** key.
4. Click **Connect**.

To disconnect from a paired Bluetooth enabled device, highlight the device. Press the **Menu** key. Click **Disconnect**.

### Switch to a paired Bluetooth enabled device during a call

To perform this task, you must turn on Bluetooth® technology.

1. During a call, press the **Menu** key.
2. Click **Activate <Bluetooth device>**.

### Delete a paired Bluetooth enabled device

To perform this task, your BlackBerry® device must not be connected to the Bluetooth® device.

1. On the Homescreen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth enabled device.
4. Press the **Menu** key.
5. Click **Delete** device.

### Make your BlackBerry device discoverable

1. On the Homescreen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Press the **Menu** key.
4. Click **Options**.
5. Click the **Discoverable** field to **2 minutes**.
6. Press the **Menu** key.
7. Click **Save**.

### Share contacts with a paired Bluetooth enabled car kit

1. On the Homescreen, click the **Manage Connections** icon.
2. Click **Bluetooth Options**.
3. Highlight a Bluetooth enable car kit.
4. Click **Connect**.
5. Press the **Menu** key.
6. Click **Transfer Contacts**.

# BlackBerry Storm2 and Wi-Fi Set Up

**Make your coverage even bigger by using Wi-Fi to connect to your home or wireless networks or hotspots. In Wi-Fi coverage you can surf the net, send that presentation and snap and send a photo without getting off the phone.**

## To turn Wi-Fi on:

From the Home screen, press the Menu key to access the full list of applications

- Click **Manage Connections**
- Click **Wi-Fi**
- Press **Escape** to exit

## To connect to a Wi-Fi network, complete the following steps:

- From the Home screen, press the Menu key to access the full list of applications
- Click **Setup**
- Click **Set Up Wi-Fi**
- Click **Next**
- Choose one of the following options:
  - **Scan for Networks** to scan for a network or hotspot
  - **Manually Add Network**
  - **Push Button Setup** if you are using a network access point enabled with Wi-Fi Protected Setup™

## To scan for a network or connect to a hotspot, complete the following steps:

- Click **Scan For Networks**
- From the list of available Wi-Fi networks, click the appropriate Wi-Fi network
- Specify the required security credentials and click **Connect**
- Click **Next**
- Click **Wi-Fi Hotspot Login** to open the captive portal in the browser and specify the security credentials or payment options
- *Public and semi-public hotspots usually employ a captive portal for network security and do not require security credentials at this step in the process.*
- *The security credentials or payment options required by captive portals vary. Contact the network administrator for more information.*



# BlackBerry Storm2: VZ Navigator and VZ Navigator Global

## VZ Navigator

Now you can find the address of a great restaurant or the Nearest ATM. Check movie times. Discover the latest hot spots. And know exactly how to get where you're going. **VZ Navigator** puts all the advanced features of the latest GPS devices and systems on your wireless device—at a fraction of the price. **VZ Navigator** provides:

- Heads-up, voice-prompted, turn-by-turn directions with auto-rerouting if you miss a turn.
- Local search of nearly 14 million points of interest in the U.S.
- Detailed color maps that can be quickly panned and zoomed.
- Gas-finder feature for finding recent gas prices in your area and getting directions to gas stations.
- Weather updates for a location without knowing the zip code.
- Optional rerouting based on current traffic conditions.

With **VZ Navigator**, you'll know exactly where you are, what's around you and how to get there.

## VZ Navigator Global

When walking or driving overseas, you're at the mercy of language barriers, confusing or missing road signs, and different driving customs. **VZ Navigator Global** allows you to enjoy the benefits of **VZ Navigator** when you travel outside of the U.S. Get spoken turn-by-turn directions, search for local points of interest, and more, without the high cost of renting an international GPS device. For more information, visit [verizonwireless.com/vznavigator](http://verizonwireless.com/vznavigator).





# BlackBerry App World™

BlackBerry App World™ is a wireless application store that lets you discover new applications, download free and trial applications, and purchase applications using PayPal® accounts using your BlackBerry® device.

## Features

1. Browse, download, and store applications from a vast catalogue of both personal and business-based applications.
2. View a rich, high-end graphical interface, complete with application details and screen shots.
3. Search using advanced searching capabilities.
4. Rate and provide reviews of downloaded applications.
5. Recommend applications via through email messaging, BlackBerry® Messenger, MMS messaging, and SMS text messaging.

## Download the App

1. From the Home screen, press the **Menu** Key and then select **Application Center** to access the full list of applications.
2. Click on **BlackBerry App World** and select **Install**.
3. Once the BlackBerry App World storefront is installed, the **Download** option appears.
4. Choose a language from the **Select Download language** drop-down.
5. Click on **Download** again. BlackBerry App World will begin to download.
6. Once the application successfully installs, click **OK**.
7. The device may need to reboot. Once rebooted, the App World icon will appear in

## Open the App

1. Open the BlackBerry App World storefront, then agree to the Terms and Conditions in the License Agreement to start using the BlackBerry App World storefront.
2. On the BlackBerry App World Home screen, press the Menu key.
3. Click Next or Previous to browse the featured items. You can also browse items by clicking the touchscreen to scroll right or left.
4. Browse applications using the following search options:
  - Categories
  - Search
  - Top Free/Paid
  - My World

## Things to Know

1. *Switching Devices:* If you switch to a new BlackBerry device, you can re-install an item up to three times per year. If an item is not compatible with your new BlackBerry® device, the item will be grayed out with an option to contact vendor support.
2. *User Support:* To access customer support, complete the following steps:
  - On the Details screen, press the Menu key > Click Contact Support.
  - When Contact Support is clicked, an email message appears. It includes the vendor's email address in the To field.

# BlackBerry Storm2 and Mobile Broadband Connect

## Getting Mobile Broadband Connect\* service for your BlackBerry smartphone

Mobile Broadband Connect gives you the power to connect to the Internet remotely using your BlackBerry smartphone as a tethered modem. Simply connect your BlackBerry smartphone to your notebook computer via the USB cable provided with it to browse the Internet, access your corporate Intranet and download files.

*Operating System compatibility: Microsoft Windows Vista™, Windows XP, and Windows 2000 (USB and Bluetooth® technology connectivity); no Mac compatibility – BT or tethered)*

### **Important Note for Windows Vista Bluetooth Technology Users:**

When you attempt to pair your BlackBerry smartphone with Windows Vista, the following pop-up message will appear: **“Windows needs to install driver software for your Bluetooth Peripheral Device”**

Click the third option: **“Don't show this message again for this device”**

Your BlackBerry smartphone will be recognized as a modem and a **“Your devices are ready to use”** message will pop-up above your Windows system tray.

**The VZAccess Manager CD may NOT be included with the device in-box contents at time of launch. The re-introduction of the VZ Access Manager CD will be treated as a running change for this device. A VZ Access Manager buckslip has been inserted into the BlackBerry Storm2 Box advising the customer to visit <http://www.vzam.net> for VZ Access Manager software downloading.**

These instructions are provided for Microsoft Windows XP. The installation process on Windows 2000 might be slightly different.

### **Task One – Installing VZAccess Manager**

1. Insert the VZAccess Manager installation CD that came with your BlackBerry smartphone into the CD drive on your computer.
2. Complete the on-screen instructions.

### **Task Two – Connecting to Mobile Broadband**

1. Start VZAccess Manager: Start Menu>Programs>VZAccess Manager>.
2. Follow initial WWAN Setup Wizard to detect device (action needs to be performed only once for device).
3. Select **Verizon Wireless -VZAccess** connection from the available connection list.
4. Click the **Connect WWAN** button.
5. Once connected, the **Connect** button will change to **Disconnect**. Simply click this to end your connection session. When you're finished, just disconnect from the network and unplug your BlackBerry smartphone. It's that easy.

**Note: For optimum performance, the BlackBerry Storm2 9550 should be at least 12 inches from your notebook while operating as a tethered modem.**

*\*Service available in any International CDMA roaming country only (will not work in GSM mode). Charges will apply when using Mobile Broadband Connect outside the U.S. See [verizonwireless.com/naroaming](http://verizonwireless.com/naroaming) for more information. For technical support, please go to <http://dts.vzw.com>.*

# BlackBerry Storm2 and Global Phone

**Verizon Wireless** offers voice service (**Global Phone**) in more than 220 destinations around the world and data access (**Global Email**) in more than 185 destinations (w/over 80 destinations in 3G)\*. In order to get the full benefits of these global services you must subscribe to a Global Phone calling plan and ensure that you have the SIM Card installed on your wireless device. **The BlackBerry Storm2 comes with a SIM card pre-installed** and a Global Support Kit which includes a Global Support Guide, Global Support Wallet Card and a Calling Card.

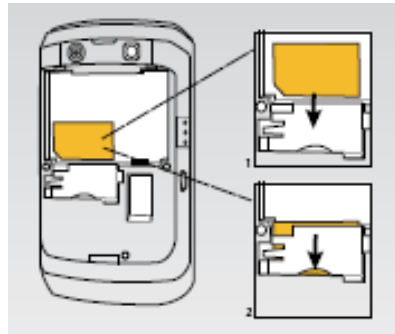
**IMPORTANT:** In order to activate global features, the pre-installed SIM card **MUST** be activated. SKU is **EMBDSIM**. Global Packs should **NOT** be used.

\*Please visit [www.verizonwireless.com/vzglobal](http://www.verizonwireless.com/vzglobal) for information on rates and Global Phone and GlobalEmail availability.

## Installing the SIM card

Your BlackBerry smartphone comes with an installed SIM card but should your SIM card be lost or damaged, these are the instructions for the re-installation of the SIM card:

- 1: Lift off the battery cover using the notch at the bottom of the BlackBerry smartphone.
- 2: Using the notch at the top left corner of the battery compartment, pull the battery out.
- 3: Remove the SIM card from any packaging.
- 4: Hold the SIM card so that the metal contacts on the SIM card face down and the cutoff corner of the SIM card points toward the bottom-left corner of your BlackBerry smartphone.
- 5: Slide the SIM card into the SIM card holder until it stops.
- 6: Re-insert the battery so that the metal contacts on the battery align with the metal contacts on your BlackBerry smartphone.
- 7: Slide the notches at the top of the battery cover into the slots at the top of the BlackBerry smartphone.
- 8: Push down the battery cover so that it clicks into place.



## Turn on global roaming mode manually


1. In the applications list, click **Options**.
2. Click **Mobile Network**.
3. To connect automatically to either a GSM/UMTS or CDMA network, set the **Network Technology** field to **Global**.
4. Press the **#** key.
5. Click **Save**.

Below is a list of countries where you may need to manually switch your device's network mode to get GlobalEmail Service.


- Bangladesh
- Brazil
- British Virgin Islands
- Colombia
- Ecuador
- Indonesia
- Macau
- New Zealand
- Peru
- Philippines
- St. Kitts & Nevis
- Taiwan
- Thailand
- Venezuela
- Vietnam

For the most recent list, visit [verizonwireless.com/globalemailfaqs](http://verizonwireless.com/globalemailfaqs).

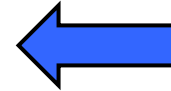
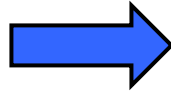
# BlackBerry Storm2 Features & Benefits

<b>Stay in touch....</b> <b>FEATURES</b> 	<b>BENEFITS</b>
<b>Enhanced SurePress touch screen</b>	The innovative, clickable touch screen reacts to your touch making text input faster, more comfortable and more accurate. Use natural gestures such as pointing and clicking to interact with the features and applications. The tactile feedback reassures you that contact has been made, so there is less room for errors when you type.
<b>Phone</b>	With the BlackBerry Storm2 smartphone you'll have the tools you need to make life easier. Have the features of a desktop phone with you when you're between appointments or running late.
<b>Send and receive text and picture messages</b>	Keep in better touch with contacts who prefer text and picture messaging
<b>Enhanced Webmail</b>	Whether you use Gmail®, AOL® Mail, Windows Live™ or Yahoo!® Mail, you can enjoy on-the-go access to your favorite supported web mail.
<b>View attachments</b>	You can open some of the most popular documents and graphic attachments even when you are on the go. That includes JPEG, Adobe® PDF, Microsoft® Word, Microsoft® Excel® and Microsoft® PowerPoint® Files
<b>View and edit Microsoft Word, Microsoft Excel and Microsoft PowerPoint Files</b>	You can open and edit some of the most popular documents and graphic attachments even when you are on the go. View JPEG and Adobe® PDF documents and view & edit Microsoft® Word, Microsoft® Excel® and Microsoft® PowerPoint® Files.5 from just about anywhere. You will also enjoy many of the same features you do on your computer – copy and paste, change font sizes and colors
<b>Instant Messaging</b>	Chat from just about anywhere using Windows Live™ Messenger, Google Talk™, Yahoo!® Messenger, AOL® Instant Messenger™ or ICQ® apps built specifically for BlackBerry® smartphones
<b>Social networking for BlackBerry smartphones</b>	Stay in touch with Facebook® for BlackBerry® smartphones, Flickr™ Photo Uploader for BlackBerry® smartphones, MySpace® for BlackBerry® smartphone.
<b>Visual Voice Mail</b>	With Visual Voice Mail from Verizon Wireless you can scroll through your messages, pick the ones you want to listen to, erase or archive them right from your screen on your wireless device. You can call back, text and add to contacts directly from the Visual Voice Mail screen

# BlackBerry Storm2 Features & Benefits

<b>Entertainment on the Go...</b> <b>FEATURES</b> 	<b>BENEFITS</b>
<b>Media</b>	Watch your videos and listen to your music with all the excellent visual and sound quality you expect from a BlackBerry smartphone.
<b>Large, high-resolution screen</b>	Enjoy more of what you love with the BlackBerry smartphone. Watch videos , send pictures to friends and take great pictures on your BlackBerry smartphone. The bright colorful screen provides a great viewing experience. Plus, with a screen this large, you'll see more of web pages, maps and emails, without having to scroll much. And with the large, high-resolution screen, almost everything you do on your BlackBerry smartphone is easy on the eyes.
<b>V CAST Music with Rhapsody</b>	V CAST Music with Rhapsody is a digital music service that lets you listen to millions of songs from thousands of artists. Discover new and old favorites in an extensive music catalog. Sync tracks, albums, and playlists to your new compatible BlackBerry smartphone, while managing your existing PC music library all in one place.
<b>V CAST Video on Demand</b>	Use V CAST Videos to enjoy your favorite full length TV shows, plus the latest in news, sports, weather, and live entertainment, on demand and right to your phone. The BlackBerry Storm2 smartphone is built to support fast browsing and downloads.
<b>BlackBerry Media Sync</b>	BlackBerry Media Sync lets you sync your desktop iTunes® or Windows Media Player® music files with your BlackBerry smartphone. In just a few easy steps, you can take your tunes on the go, wherever you go. BlackBerry Media Sync is built right into your BlackBerry® Desktop Software. So if you are a Mac Computer user, just choose the “media” option and you’re ready to sync your iTunes music collection from your BlackBerry smartphone onto your Mac.

# BlackBerry Smartphone Comparison



## BlackBerry Storm.

- **MSM7600 Processor**
- Global Capable Quad Band (GSM / UMTS / HSPA)
- Rev. A
- 128MB Flash/192 MB RAM (**w/1GB On-board memory**)
- 8GB Sandisk microSD memory card installed (support up to 16GB)
- BlackBerry Device Software v4.7\*
- Dimensions: 4.43"h x 2.45"w x 0.55"d
- Weight: 5.47 oz.
- SurePress™ touch screen
- 3.2MP Camera w/Flash & Camcorder
- Voice-Activated Dialing
- VZ Navigator/VZ Navigator Global Capable
- Visual Voice Mail
- Mobile Broadband Connect (Windows Only)

\* Will be upgradeable to v5.0

## BlackBerry Storm2

- MSM7600 Processor
- Global Capable Quad Band (GSM / UMTS / HSPA)
- Rev. A
- **256MB Flash/256 MB RAM (w/2GB On-board memory)**
- **Wi-Fi Capable**
- Media player w/microSD memory support (**16GB** card pre-installed and mx. support)
- **BlackBerry Device Software v 5.0**
- Dimensions: 4.4"h x 2.4"w x 0.53"d
- Weight: 5.5 oz.
- **Enhanced** SurePress™ touch screen
- 3.2MP Camera w/flash & Camcorder
- Voice-Activated Dialing
- V CAST Music **and Video on Demand**
- VZ Navigator/ VZ Navigator Global Capable
- Visual Voice Mail
- Mobile Broadband Connect (Windows Only)

## BlackBerry Tour.

- **MSM7600 Processor**
- **Global Capable Quad Band (GSM / UMTS / HSPA)**
- Rev. A
- **256MB Flash/256 MB RAM**
- Media player w/microSD memory support (up to 16GB)
- BlackBerry Device Software v4.7\*
- Dimensions: 4.4"h x 2.4"w x 0.6"d
- Weight: 4.58 oz.
- QWERTY Keyboard w/Trackball Navigation
- 3.2MP Camera/Camcorder
- Voice-Activated Dialing
- V CAST Music w/Rhapsody
- VZ Navigator/ VZ Navigator Global Capable
- Visual Voice Mail
- Mobile Broadband Connect (Windows Only)



# Advanced Device Comparison

 <b>Model</b>	<b>BlackBerry Storm2 9550</b> 	<b>HTC Imagio</b> 	<b>HTC Touch Pro2</b> 
<b>Operating System</b>	BlackBerry Device Software v5.0	Windows Mobile 6.5 Professional	Windows Mobile 6.1* Professional
<b>Global</b>	Yes – Quad Band (Rev.A)	Yes – Quad Band (Rev.A)	Yes – Quad Band (Rev. A)
<b>Memory (FLASH/RAM)</b>	256MB/256MB (w/2GB on board)	512MB/288MB	512MB/288MB
<b>Mobile Broadband Connect</b>	Yes - cable and BT; No Mac Support	Yes - cable and BT	Yes - cable & BT
<b>Bluetooth Technology</b>	Yes v2.1	Yes (v2.1 – inc. BT Stereo)	Yes (v2.1 - inc. BT Stereo)
<b>Visual Voice Mail</b>	Yes	Yes	Yes
<b>Wi-Fi</b>	Yes (802.11 b/g)	Yes (802.11 b/g)	Yes (802.11 b/g)
<b>Email Support</b>	BlackBerry/Global Email	Activesync®, Windows Mobile Device Center	Wireless Sync**, Activesync® Windows Mobile Device Center
<b>Dimensions (W x H x D) Weight</b>	2.4" x 4.4" x 0.53" 5.5 oz.	2.43 x 4.65 x 0.55 in. 5.2 oz.	2.33 x 4.57 x 0.68 in. 6.35 oz.
<b>Input Method</b>	SurePress™ Technology (Virtual Keyboard)	TouchFLO 3D Navigation Touchscreen – Virtual QWERTY; Stylus	TouchFLO 3D Navigation; Slide- out QWERTY; Stylus
<b>Camera</b>	3.2MP w/Flash auto focus, 2x zoom, IS and video capture	5MP w/auto-focus and video capture	3.2MP w/auto focus and video capture
<b>Talk Time/Standby Time (Standard Battery)</b>	330 mins/269 hrs. (1400mAh)	318 mins./324 hrs. (1500 mAh)	318 mins./324 hrs. (1500 mAh)
<b>microSD Support</b>	Up to 16GB (16GB installed)	up to 16GB	up to 16GB

\* Will be upgradeable to Windows Mobile 6.5

\*\* Wireless Sync will not be supported w/Windows Mobile 6.5 upgrade

# BlackBerry Storm2 Support Tools

## Live Launch Kits

Launch kits for the **BlackBerry Storm2 9550 smartphone** are expected to arrive at the area Distribution Centers on **Saturday, October 24th**.

Item Code: **BB9550-LK**

The Launch Kits will contain:

- 1 live unit
- 1 Postcard

## Merchandising

All areas may continue to utilize the Print On Demand (POD) website for the BlackBerry Storm2 **Call Out card**.



# BlackBerry Storm2 Support

## West Area

### B2B Sales:

NorCal/PNW - Ken Furukawa  
SoCal - Perry Vu  
Mountain/South West - Jeremy Lawrence  
Sales Associate – John Rusich

### Technical Sales:

SoCal - Robin Spence  
NorCal/PNW - Harjot Sidhu  
Mountain/South West - Michael Del Rossi

## Midwest Area

### B2B Sales:

Great Plains, KSMO, MI/IN/KY - John Mesquita  
IL/WI Ohio/PA - Chris Warden  
Sales Associate – John Rusich

### Technical Sales:

Great Plains, KSMO, MI/IN/KY - Jolane Folts  
Technical Sales – IL/WI, OH/PA Anthony Toric

## Northeast Area

### B2B Sales:

NY Metro - Lindsay Henderson  
Upstate NY/New England - Tim Szego  
Washington/Balt/VA & Philly –  
Kevin Christopher-George  
Sales Associate – Jennifer Ross

### Technical Sales:

NYM/New England - Ramy Nassar  
Washington/Balt/VA - Mark Mosiadz  
Upstate NY/Philly - Anders Farrugia

## South Area

### B2B Sales:

GA/AL & Carolinas - Paul Harris  
Florida/Houston GC – Ryan Niesen  
Central TX/South Central - Mark Dalla Riva  
Sales Associate – Jennifer Ross

### Technical Sales:

GA/AL & Carolinas - Ron Chang  
Central TX/S Central/HGC – TBD  
Florida - Mark Mosiadz

 BlackBerry Storm2