

# Global Support Guide



# Welcome

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

To get the full benefits of being able to roam outside the U.S. on GSM networks and use your global device, you must ensure that you've subscribed to a global service plan or feature in addition to the SIM Card that came pre-installed on your device. If your device did not come with a pre-installed SIM Card, then you have received one in this package. You must ensure that the SIM Card is inserted into your device and that you have subscribed to a global service plan or feature.

**NOTE:** Please visit [verizonwireless.com/vzglobal](http://verizonwireless.com/vzglobal) for more information on the global service plan or feature, and a list of destinations and rates.

## Using the Help Guide

Keep this guide with you. It includes general information about network coverage, instructions for inserting a SIM Card, making calls while traveling outside of the U.S., data connections, calling Customer Service, retrieving your voice mail and references to our website ([verizonwireless.com/global](http://verizonwireless.com/global)). For additional information regarding topics found in this guide, or any other features and capabilities available on your global device, please refer to the reference materials that came with your device.

# Getting Started

## Before You Travel You Must Complete One of These Actions

For the best possible Global Phone, GlobalEmail, or GlobalAccess experience, you must complete the below tasks (dependent on the type of device) prior to leaving the United States:

- Make sure that you have subscribed to the global plan or feature for the wireless services you intend to use when traveling abroad. For confirmation, please call Customer Service at \*611 from your Verizon Wireless device, or at 1-800-922-0204 from any phone.
- Check to make sure you have the SIM Card received in this package and that it is inserted properly in the device. This is required when you roam on a GSM destination.
- If you are using a laptop with Mobile Broadband Built-In service, you can install VZAccess Manager. Please visit [www.vzam.net](http://www.vzam.net), for more information and to download the software.

- Update the Preferred Roaming List (PRL):

### On a phone or smartphone

Using the keypad, dial \*228 then press the send key.

### On a GlobalAccess device

1. Using VZAccess Manager, select Options --> Activation.

**NOTE:** Must be on the Verizon Wireless network to update your PRL. This step must be completed within the U.S. prior to your departure.

- Establish a data session on the BlackBerry, Smartphone, and/or wireless data card (USB modem, PC Card, ExpressCard, or notebook embedded module), on the Verizon Wireless network to set the roaming data enable key.

# Getting Started

## Connecting to a CDMA or GSM network

The global features you have subscribed to and SIM Card included in this package allow your device to be properly configured for global roaming services. Together they enable you to access a GSM network while traveling outside of the U.S. On select devices when the SIM Card is pre-installed or you insert a SIM Card, your device is designed to switch automatically to global roaming mode and will be able to connect automatically to an appropriate CDMA or GSM network when traveling. When the SIM Card is removed, your global device scans only for CDMA networks.

Whether you are in a CDMA or a GSM network, the phone number for your device remains the same.

## How to Insert the SIM Card

Your Global device may have a pre-installed SIM Card. If not, you can find instructions on how to insert your SIM Card in the materials that came with your device, or the Verizon Wireless Equipment Guide at <http://support.vcom.com/phones>. If not, to find instructions on how to do so please refer to the materials that came with your device or the Verizon Wireless Equipment Guide at <http://support.vcom.com/phones>.

**NOTE:** Website above only lists devices sold by Verizon Wireless.

Please do not move your SIM Card to another device as it may cause problems with your Global Service.

# Getting Started

## Making a Call

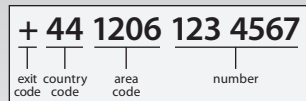
### While Outside of the U.S. in a GSM network

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

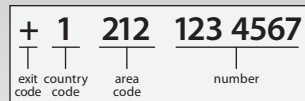
1. In standby mode, press 0 or \* on the keypad of your device. The + symbol automatically inserts the exit code for the country from which you are calling.
2. Enter the country code of the person you are calling (1 for the United States).
3. Enter the area code/city code, followed by the number of the person you are calling.

\*Please reference the device User Guide for an image of the icon.

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



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



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

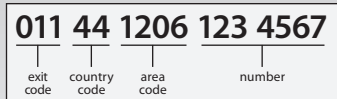
### While Outside of the U.S. in a CDMA network

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

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

\* Please reference the device User Guide for an image of the icon.

# Getting Started



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

## North America Numbering Plan Destinations

Please note that some countries such as Bermuda, Canada, Puerto Rico, and the Dominican Republic are on the North America Numbering Plan (Country Code = 1) that do not require an exit code to make a call or send a text message back to the United States (or any other countries in the North American Numbering Plan). However, you might be required to dial 1 as a long distance code before the 10-digit number.

## Sending a Text Message

### When Outside of the U.S.

1. Refer to the device User Guide for information on how to send a text message.
2. Using the keypad, enter the contact's phone number as if you were calling it. Include + if you are in a GSM network, or the exit and country code if you are in a CDMA network.

## Getting Email Service

In a few countries where both CDMA and GSM networks are present or where multiple GSM networks are available, you may have to manually switch to the appropriate network to get GlobalEmail Service depending upon the availability of data in the CDMA or GSM network that you are currently connected to.

Please refer to your device's User Guide for details on how to manually switch the network mode.

# Getting Started

Below is a list of countries where you may need to manually switch your device's network mode to get GlobalEmail Service. For the most recent list, visit [verizonwireless.com/globalemailfaqs](http://verizonwireless.com/globalemailfaqs).

- Aruba
- Bahamas
- Bangladesh
- Barbados
- Bonaire
- Brazil
- British Virgin Islands
- Cayman Islands
- Columbia
- Curacao
- Ecuador
- Indonesia
- Jamaica
- Japan
- Macau
- New Zealand
- Peru
- Phillipines
- St. Kitts & Nevis
- St. Maarten
- Taiwan
- Thailand
- Venezuela
- Vietnam

## Wireless Network Coverage Indicators

Typically there are indicators on the device display or connection manager (like VZAccess Manager<sup>SM</sup>) showing the wireless coverage level for the area in which you are using your global device. Depending on the wireless coverage level available, some of the device's features may be limited. Please refer to your device's User Guide for details on such indicators.

## Selecting a Preferred GSM Carrier

In some cases you may be prompted to select a carrier. When you first enter a country with GSM service and turn your device on, it will search for a network. The main display of your device will display the networks that are available in that destination. Choosing the Verizon Wireless preferred network provides an optimal user experience.

To access our preferred GSM Carriers by country please visit [vzw.com/gsmpreferredcarriers](http://vzw.com/gsmpreferredcarriers).

# Getting Started

## Establishing a Data Session with a GlobalAccess Device

1. Ensure that the device is properly connected to the computer. If using a notebook with an embedded module, ensure the wireless radio is powered on.
2. From the main screen of **VZAccess Manager<sup>SM†</sup>**, locate the signal strength indicator positioned to the right of the available network(s). If the device is experiencing low or no signal strength, ensure the antenna is fully extended and perpendicular to the computer. If signal strength does not improve, move the device to a location where it receives a stronger signal.

† For **VZAccess Manager<sup>SM</sup>** Information, including Installation and Set-up, Using **VZAccess Manager<sup>SM</sup>**, and preferences, please refer to the Interactive "How To" Simulator at <http://support.vzw.com/swf/vzaccess/vzaccess.htm>.

## Other Important Information and Links

For information on International Services including the Global Plan you have subscribed to, service availability and rates, visit [verizonwireless.com/global](http://verizonwireless.com/global).

For general instructions on making calls while outside of the U.S., visit [vzw.com/internationaldialing](http://vzw.com/internationaldialing).

For a list of Country Codes for use with Global Phone\* service from outside the U.S. in GSM destinations, visit [verizonwireless.com/countrycodes](http://verizonwireless.com/countrycodes).

For detailed dialing instructions for use with International Roaming service while outside of the U.S. in CDMA destinations follow these steps:

1. Please visit , [vzw.com/internationalroam](http://vzw.com/internationalroam).
2. Use the drop-down box **Find Rates Where You Travel** to select the country or destination.
3. Scroll down to Dialing Instructions for the Country or Destination.

\*Global Phone service includes placing calls, text messages (SMS), picture and video messages (MMS).



# Getting Started

## Global Customer Support

Verizon Wireless offers 24/7 Customer Support while you are traveling abroad. If you need Customer Service assistance or Technical Support for your global device, dial:

### While in the United States

- 1-800-922-0204 from any phone or your wireless phone.
- \*611 from your wireless phone while in the U.S.

### While outside of the United States

- +1 (908) 559-4899

You may be asked for your SIM Card number when you reach our Global Customer Support Team.

SIM Card Number \_\_\_\_\_

Please note, included in this Global Support Pack is a Verizon Wireless Global Support Calling Card with added instructions and toll-free access numbers to dial from abroad using your Verizon Wireless device or a land line phone.

# Notes

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Welcome to Verizon Wireless

# It's the Network.<sup>SM</sup>

For complete information on global services,  
please refer to [verizonwireless.com/vzglobal](http://verizonwireless.com/vzglobal).

Network details and coverage maps at [verizonwireless.com](http://verizonwireless.com).

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