

**XM Radio Mobile – FAQs**  
**Updated 6/27/08**

**Which BlackBerry smartphones are equipped to use this application?**

Only select BlackBerry smartphones have access to this application: Blackberry® Curve™ (8300 series- The 8330 is currently not supported), Blackberry® Pearl™ (8100 series- The 8130 is currently not supported), BlackBerry®8800 Series & BlackBerry® 8700 series running 4.2.1 software and above. Support for BlackBerry smartphones with 4.5 and 4.6 handheld software will be available soon.

<b>Device</b>	<b>OS Version Supported</b>	<b>OS Version Not supported</b>
8100	4.2.1 and above	4.2.0, 4.5
8110	4.2.1 and above	4.2.0, 4.5
8120	4.2.1 and above	4.2.0, 4.5
8300	4.2.1 and above	4.2.0, 4.5
8310	4.2.1 and above	4.2.0, 4.5
8320	4.2.1 and above	4.2.0, 4.5
8700	4.2.1 and above	4.2.0, 4.5
8703	4.2.1 and above	4.2.0, 4.5
8800	4.2.1 and above	4.2.0, 4.5
8820	4.2.1 and above	4.2.0, 4.5
8830	4.2.1 and above	4.2.0, 4.5

**If I have lower than 4.2 handheld software, how do I upgrade my handheld software to 4.2 or 4.3?**

For instructions on how to update your BlackBerry OS, please visit:  
[http://na.blackberry.com/eng/support/downloads/download\\_sites.jsp](http://na.blackberry.com/eng/support/downloads/download_sites.jsp)

### **What countries is the service available in?**

XM Radio Mobile on BlackBerry is only available in the United States.

### **What Carriers is the service available on?**

The service is currently available on AT&T/Cingular, T-Mobile, Verizon, Sprint/Nextel, and Alltel. Support for SunCom and US Cellular users will be available soon.

### **How do I install the Application?**

Download the XM Radio Mobile application by entering [xmradio.com/bb](http://xmradio.com/bb) in your BlackBerry Browser (i.e. not on your PC based browser).

### **Does using earphones improve the quality of sound?**

Yes. In many cases, using earphones to listen to the service will create an even better listening experience.

### **How do I launch the Application after downloading it?**

The application icon will appear on your home screen. Scroll over the XM icon and click on it to launch the application.

### **What is the cost of this application?**

Enjoy a FREE 14-day trial and then subscribe for \$7.99/month. This payment allows you to access XM Radio Mobile for the upcoming month. Supported payment options are via credit card or PayPal.

### **Will I be automatically charged after the 14-day trial?**

No. After the 14-day trial is over you will need to click on the XM on BlackBerry icon on the home screen of your device and then follow the steps to pay for the monthly fee for the service.

### **How do I unsubscribe to this service?**

- 1) To unsubscribe, please follow below instructions
- 2) Visit [www.bango.net](http://www.bango.net) on your BlackBerry
- 3) Select "MY ACCOUNT"
- 4) Select "SUBSCRIPTIONS"
- 5) You will see your active subscriptions
- 6) Select "XM Radio Mobile" to unsubscribe

### **How many channels are included with this service?**

XM Radio Mobile includes 20 exclusive music and comedy channels. For a full channel listing, please visit: <http://www.xmradio.com/mobile/channels.xmc>

### **Why do I have to wait for it to buffer before playing?**

The streaming audio sometimes needs a little time to get going, depending on network congestion. Give it a moment, and it will start.

### **How can I switch and take a call from my BlackBerry?**

To receive a call, the XM Radio Mobile service will automatically interrupt audio play in order for a call to be answered. When the call is complete and you have returned to the XM Radio Mobile application, press the menu button and select 'Play' to restart audio

### **Can I write or receive emails while listening to the Application?**

Yes, simply press the red phone key (used to hang up from a phone call) while listening to audio, and select 'Minimize'. This will return you to your home screen, where you can access email or other BlackBerry services while listening to the application. Select the XM icon from your home screen to return to the application.

### **Why do I hear static when I listen to the service?**

You will notice that you hear static over your BlackBerry speaker when your device is connecting to your network (indicated by arrows in the upper right hand corner of your screen). The static is reduced by a strong network connection, or by listening to the application through earphones.

### **Why do I get the "device not supported" message when I have a device that the website says is supported?**

The browser you use to visit the download manager can sometimes affect our ability to recognize your BlackBerry model (see devices supported list on first page). If you encounter this problem, visit the download manager using the Internet Browser on your device. If you still encounter the device not supported problem, please contact customer support.

### **Why do channels stop midway through songs?**

The network connection on your device can sometimes be lost, interfering with audio performance. If this occurs, select 'Play' from the menu to restart the channel, or select an alternate channel.

### **Why doesn't the quality of XM Radio Mobile match up with XM Satellite Radio?**

XM Radio Mobile relies on your mobile carrier's network to deliver a continuous audio stream to your BlackBerry. The amount of data that can be sent over this network is less than what can be sent via satellite to an XM Radio receiver.

### **Is XM Radio Mobile streamed live from XM Satellite Radio?**

Yes, XM Radio Mobile is streamed live.

**I recently purchased a new device, why can't I get to my XM Radio Mobile service anymore?**

Your account is associated to the device that you used to register for the service. If you change devices and can no longer access the radio service, please contact customer support.

**What are your Customer Support hours?**

Customer support is available 7 days/week. Agents are online responding to customer queries during the following timeframes:

Monday-Saturday 8AM-10PM EST

Sunday 8AM-8PM EST

*If your question is not answered above please contact XM support at [xm-support@quickplay.com](mailto:xm-support@quickplay.com) or contact 866-312-9799*