



Worldwide Traveling Tips

Samsung® ACE™

Traveling In India

Prior to traveling for the first time you should contact Sprint Worldwide Care to ensure services will work for all trips. Sprint Worldwide Care can be reached via chat or email on www.sprint.com/international or by calling 1-888-226-7212 (opt 2). Upon arriving in India you will need to power on the device and be sure it's in "Sprint CDMA" to access voice, texting, and data (web/email) services.

Selecting "Sprint CDMA" using the Samsung Ace:

- Press Start > More (left softkey) > More (left softkey) > Service Mode.
- 'Sprint CDMA' and 'Int'l GSM' appear in the selection window:
- Use the navigation key to select the Sprint CDMA service mode and then press Apply (right softkey).
- A "Confirm Reset" dialog box appears in the display asking if you wish to change phone modes.
- Type 'yes' in the box and press Apply (right softkey).
- Press OK (left softkey). The device will power off and then restart in the selected mode.

Casual International Roaming rates in India are as follows:

- **Voice Calls:** \$2.49/minute for all calls placed and received, regardless of call destination.
- **Texts:** Sent: \$0.50/recipient; Received: \$0.05/message
- **Data Rate/Speed:** \$0.008/KB 1x Data, or \$0.019/KB GPRS Data
The Samsung ACE automatically connects to data service to retrieve email messages and applications on your device connect for updates periodically. To prevent unexpected data charges from automatic updates and apps on your device you can set the data roaming guard to alert you when data will be accessed.
 - Press Start > Settings > More... > Roaming > Data roam guard
 - Use the navigation key to select On in the 'Data roam guard' field and press DoneData rates are per kilobyte and are rounded up to the next kilobyte. Here are some examples of file sizes to give you an idea what charges you might incur:
 - Weather: www.weather.com
1.55 Mb (1587Kb) * \$0.008 = \$12.70
1.55 Mb (1587Kb) * \$0.019 = \$30.15
 - CNN – www.cnn.com
1.22Mb (1249Kb)* \$0.008 = \$9.99
1.22Mb (1249Kb)* \$0.019 = \$23.73
 - Email with one picture attached = \$8.16 or \$19.46
- **Special Rate:** \$4.99/month Sprint Worldwide Voice plan offers reduced rate of \$2.29/minute while roaming in India; contact Sprint Worldwide Customer Care to request the discount plan.

Making Calls

- **How to Make a Local Call:** Use the same procedures to dial locally from your Samsung Ace as you would from a landline phone in India.
- **How to Make an International call:** Dial the international access code for India, then enter the country code for the country you are calling, finally enter the phone number you are calling
 - *Example:* Calling Manhattan, NY, from India: Dial "00" (The international access code for India) then "1" (The United States' country code) then the phone number.
 - *Example:* Calling London, from India: Dial "00" then "44" (The United Kingdom's country code) then the phone number.
- **How to Use Plus Code Dialing:** Placing calls is simplified with the use of the Plus (+) Code Dialing feature. To use this feature to place an international call simply press and hold the 0 (zero) key to insert a "+" on the screen. The appropriate international access code for the country you are in will be automatically dialed. After the plus dial the country code and number you wish to reach. *Note: Plus Code Dialing only works in "Int'l GSM" mode. Instructions for placing your device in "Int'l GSM" mode are provided under the Resolving Issues section under "Manually Switch the Device to Int'l GSM mode"*
 - *Example:* Calling Manhattan, NY: Dial "+" then 1 then the phone number.

Receiving Calls

Callers do not need to dial anything different and they will not pay extra to reach you, simply ensure your device is in "Sprint CDMA" and powered on as stated above. Roaming rates apply to you only.

Accessing Voicemail

Voicemail service is available however; you may not receive a voicemail indicator. To check if you have any new messages;

- Dial "00"
- Then "1" and your Sprint 10 digit number
- When voicemail answers, press * (star) and enter the voicemail passcode followed by # (pound).

Note: Voicemail is not available in "Int'l GSM" mode. Any calls not answered while in Int'l GSM mode will not be left in your voicemail box.

Texting

Although you will automatically be able to send texts when roaming on CDMA networks, you will need to enable your device to send texts while roaming on GSM networks. Once the steps to enable the device for sending texts on GSM networks are completed you will be able to send texts on any available network while traveling internationally; this process only needs to be completed once.

Sending a text while traveling is identical to sending a text from home. Texts can only be sent to international carriers supported by Sprint. For a list of supported carriers select 'International Texting From US' from www.sprint.com/international, then select the link for international carriers.

- To send a text to a U.S.-based number or to any number within the North American Numbering Plan (NANP)* simply enter the 10-digit number

- To send a text to a non-US or non-NANP*-based number, enter 011 then the country code and number

*North American Numbering Plan (NANP) Countries: Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, and U.S. Territories (Puerto Rico, U.S. Virgin Islands and Guam

To enable device for sending texts on GSM networks:

1. Press Start > More (left softkey) > More (left softkey) > Service Mode
2. 'Sprint CDMA' and 'Int'l GSM' will appear in the selection window, select Int'l GSM
3. Press Apply (right softkey), "Confirm Reset" dialog box will appear in the display
4. Type 'yes' in the box and press Apply (right softkey)
5. Press OK (left softkey). The device will power off and restart in the selected mode
6. Go to Start > Settings > Phone
7. Select Call Options
8. Type +12819659999 into Text Messages Service Center, hit Done to finish

Note: The number entered will only display in GSM mode and may not display the plus.

Resolving Issues

If unable to access voice, texting, and data (web/email) services then your issue may be resolved by following the steps below.

1. Verify the device is not in Airplane mode and that the roaming setting is not set to Sprint only. Note: If data service has not been accessed on the Sprint network with the device then it will not work while roaming. Services must have been utilized on the Sprint network with the device prior to departure for service to work while roaming.
2. Check to ensure the device is in "Sprint CDMA", see instructions on page 1.
3. Manually switching the device to "Int'l GSM" mode
 - Press Start > More (left softkey) > More (left softkey) > Service Mode.
 - 'Sprint CDMA' and 'Int'l GSM' appear in the selection window, select Int'l GSM, then press Apply (right softkey)
4. Verify the SIM Card is inserted correctly
 - Press the battery cover release button, slide off the battery cover and remove the battery.
 - Hold the SIM card so that the metal contacts face down and the cutoff corner points toward the lower-right corner of the device.
 - Slide the SIM card into the SIM card slot until it stops.
5. Manually select a carrier in the area
 - Press Start (left softkey) > Settings > Phone > More... > Networks.
 - From the Network selection field, select Manual then press Menu (right softkey) .
 - Choose Select a Network (option 2). A list of available networks in the area will appear.
 - Scroll to select a Network and select, then press Done (left softkey).
 - **Choose:** an available GSM carrier

Sprint Worldwide Customer Support

If any issues arise that need further troubleshooting or if information is needed, Sprint Worldwide Customer Support is available 24x7.

- **From your Sprint phone:** (this call will be free) Dial "00" or "+" (when in Int'l GSM Mode) 1.817.698.4199, select option 3.
- **From a Landline phone:** Dial the international access code of "00" then 1.817.698.4199, select option 3.
- **Chat with us on-line at:** www.sprint.com/international, click Chat with us >> (available M-F 7am – 7pm Central and Sat./Sun. 10am – 7pm Central)

The Sprint Worldwide representative will need the following information to complete trouble resolutions:

- Your wireless phone number.
- The city and country you are traveling in.
- Contact number (hotel, number of another traveler in your party, etc.)
- Time available for troubleshooting
- Amount of time will you be in the destination where trouble is occurring
- Any error messages that display on your device or that you heard when trying to place a call.
- If the issue is with voice service were you able to access data?
- If the issue is with data, were you able to place voice calls?