Worldwide Traveling Tips

Samsung® ACE™

Before You Travel

Activate your Samsung ACE with voice and/or data service:
Voice and/or data service must be enabled prior to travel. Before traveling be sure that you have placed and received a call and accessed data services, if needed while traveling. Service must first work on the Nationwide Sprint Network before it will work while roaming.

Enable international wireless voice and/or data capability:
1. Chat with an international support rep from **sprint.com/international** (click **Chat with us**) or place a call to 1-888-226-7212, option 2
2. Request international wireless service be enabled
3. Specify that International Voice and/or International Data be enabled

Check coverage, rates and features available for the location(s) you will visit:
1. Visit **sprint.com/sww**
2. Select a country and click **Search**
3. View features available in city list, scroll through or select first letter of city name
4. The Samsung ACE will operate where "Worldmode" displays

Identify international calling codes for location(s) you will visit and location(s) you plan to call:
To make an international call while traveling internationally you will need:
> The international access code for the country you are traveling in
> The country code for the country you are calling to
> The phone number you are calling

International access codes and country codes are available on sprint.com/sww or access travel guide for the country you will be visiting:
1. From **sprint.com/support**, select **Samsung ACE** from device list
2. Select **Travel Tips** link
3. Select country you will be visiting for specific dialing and service details

Set voicemail passcode:
You must know your voicemail passcode to access voicemail outside of the U.S. If you do not know your passcode, you may reset it at **sprint.com**:
1. Log in to **My Sprint**
2. Select **Settings & Passwords** at the bottom right-hand side of the page
3. Click **Voicemail Passcode**
4. Enter new passcode, re-enter and click **Submit**

Texting:
Your device will automatically be able to receive texts when traveling internationally. All texts received while traveling internationally are billed the same rate for the country you are traveling in, regardless of where the text is sent from. Check sprint.com/sww for texting rates or check sprint.com/support (select your device) to prevent your device from receiving texts. You will need to enable your device to send texts while roaming on GSM networks. Once the steps below are completed you will be able to send texts on any available network while traveling internationally; this process only needs to be completed once.

To enable device for sending texts on GSM networks:
1. Press **Start** > **More** (left softkey) > **More** (left softkey) > **Service Mode**
2. The following options appear in the selection window:
   > Sprint CDMA
   > Int'l GSM
3. Use navigation key to select the **Int'l GSM**
4. Press **Apply** (right softkey)
5. A "Confirm Reset" dialog box appears in the display asking if you wish to change phone modes
6. Type 'yes' in the box and press **Apply** (right softkey)
7. Press **OK** (left softkey). The device will power off and restart in the selected mode
8. Go to **Start** > **Settings** > **Phone**
9. Select **Call Options**
10. Type +12819659999 into **Text Messages Service Center**
11. Hit **Done** to finish

Sending a text while traveling is identical to sending a text from home.

1. When sending a text to a U.S.-based number or to any number within the North American Numbering Plan* simply enter the 10-digit number
2. When sending a text to a non-U.S.-based number, enter 011 then the country code and number

***North American Numbering Plan 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).*

While Traveling Abroad

Selecting Service Mode:

Upon arriving in a country with CDMA voice and GSM voice and data coverage, change the settings to **Int'l GSM.** Note that while in the United States, your device will operate only in CDMA mode; domestic GSM networks will not be accessible via this device.

1. Press **Start** > **More** (left softkey) > **More** (left softkey) > **Service Mode**
2. The following options appear in the selection window:
   • Sprint CDMA
   • Int'l GSM
3. Use the navigation key to select the **Int'l GSM** 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
4. Type "yes" in the box and press **Apply** (right softkey)
5. Press **OK** (left softkey). The device will power off and then restart in the selected mode

Manually Selecting a Network:

When using the device in GSM mode it will automatically search for service; however, it may be necessary to manually select a different carrier to access data.

1. Tap **Start** (left softkey) > **Settings** > **Menu** > **Phone** > **More...** > **Networks**
2. From the Network selection field, select **Manual**
3. Press **Menu** (right softkey)
4. Choose **Select a Network** (option 2). A list of available networks in the area will appear
5. Scroll to select a Network and select
6. Press **Done** (left softkey)

Making and Receiving Calls:

Local calls: Local calling procedures vary by country. Please use the same procedures to dial locally from your Samsung ACE as you would from a wireline phone in that country.

International calls: International access code, country code, area code, phone number. International dialing is simplified with plus code dialing when on GSM networks.

> *Example: Calling Manhattan, N.Y. from London: + 1 212 555 2121*

When in CDMA Mode - Dial international access code for the country you are in then the country code you are calling and the phone number.

> *Example: Calling Manhattan, N.Y. from Mexico: 00 1 212 555 2121*

Receiving Calls: Simply turn on your phone. Your callers do not need to dial anything different, and they will not pay extra to reach you. Roaming rates apply to you only.

Accessing Voicemail:

1. Dial the international access code (or if in GSM mode, press and hold the 0 [zero] key until a + appears on your phone display)
2. Enter 1, then your Sprint number
3. When voicemail answers, press * (star) and enter the voicemail passcode followed by # (pound)

Sprint Worldwide Customer Support

Access a dedicated team of Sprint specialists via chat or email by visiting sprint.com/international and clicking **Chat with us** or **Email us** or place a call to one of the following numbers:

> From your Sprint phone (this call will be free): Dial international access code, then 1, then 817-698-4199, option 3
> From a wireline phone: Call 1-817-698-4199, option 3 (access and connection fees may apply in addition to long-distance costs)
> Toll-free numbers are also available from several countries. The toll-free* numbers below can be used to contact Sprint in the following countries:
> > • Most Caribbean Islands . . .1-888-226-7212
> > • France . . . 0800-903200
> > • Germany . . . 0800-180-0951
> > • Italy . . . 800-787-986
> > • Mexico . . . 001-877-294-9003
> > • United Kingdom . . . 0808-234-6616

* This toll-free service is available at ordinary wireline and some public pay phones. This service does not cover any hotel access charges.

Travel Checklist

General – Before Traveling

1. Call, chat with or email a Sprint Worldwide Customer Care rep to enable phone and SIM card for international wireless services. If your phone number, device or SIM card changes, call Customer Care to enable your new number, device or SIM
2. Get list of country dialing codes
3. Set voicemail passcode

When Traveling to Another Country

1. Power phone on
2. To access data services, ensure you are on the carrier network that supports data. You may need to manually switch from 1x to Int'l GSM mode to access data. Follow directions for "Selecting Service Mode" to the left
3. While in Int'l GSM mode, your device will automatically search for data carriers first. However, if data is not available on that carrier, it may be necessary to manually select a different carrier. Follow directions for "Manually Selecting a Network" to the left

To view a list of data networks, go to **sprint.com/international**, click **Traveling Internationally with a Sprint Phone** and then click **GSM Roaming Partners** on the right.

Inserting/Swapping SIM Cards

Your Sprint SIM card should be preinstalled. If you get a "No SIM card found" error message or if you need to reinstall or swap your SIM card, please follow the instructions below to place the SIM card properly in your phone.

1. Slide off the battery cover and remove the battery
2. Hold the SIM card so that the metal contacts on the SIM card face down with the cutoff corner in the lower-right corner
3. Slide the SIM card into the SIM card slot until it stops