



Worldwide Traveling Tips

Samsung® Intrepid™

Before You Travel

Activate your Samsung® Intrepid™ with voice and/or data service (email/web):

Your device must have active voice and/or data service in the United States in order for either service to work internationally.

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 that your international services be enabled.
3. Specify that international voice and/or international data be enabled.

Check coverage 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.

Identify international calling codes for location(s) you will visit and location(s) you plan to call:

To make an international call from an international location, you will need:

- > The international access code of the country where you are located
- > The country code for the country you are calling to
- > The phone number you are calling

To find a location's international access code and country code:

1. Visit **sprint.com/sww**.
2. Select a country and click **Search**.
3. The international access code and country code will be displayed in the **International Dialing** section.

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:

Texting is not yet available while roaming outside of the United States. Although you may receive a free welcome message upon arrival in a country, all other messages will be held for 48 hours to be delivered upon returning to the Sprint network. Messages that cannot be delivered will be deleted after 48 hours.

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 to access data service**. 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 # (pound) > Settings > Personal > Phone and then tap the Network tab.
2. From the Mode of operation list Select GSM only and then press # (pound).

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. Press # > Settings > Personal > Phone.
2. From the Network tab, touch the GSM Network selection field.
3. Select Manual.
4. Touch an available network entry and touch OK.

Making and Receiving Calls:

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

International calls: Dial the international access code, country code, area code and phone number.

Example: Calling Manhattan, N.Y., from Mexico: 00 1 212 then 7-digit phone number

Example: Calling London from Mexico: 00 44 20 then 7- or 8-digit phone number

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).

Emergency Services:

In countries using the GSM standard, dial 112 to be routed to the appropriate local emergency services. Please note that dialing 112 works in many, but not all, countries. Please contact local sources for an emergency number in CDMA countries.

Sprint World Wide 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 CDMA to GSM mode to access data; follow directions for “Selecting Service Mode.”
3. While in 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 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.
4. Replace battery and cover.

