



Get started

All you need to know to get going.

SAMSUNG M360

Sprint 

Welcome!



Sprint is committed to developing technologies that give you the ability to get what you want when you want it, faster than ever before. This booklet introduces you to the basics of getting started with Sprint and your new Samsung M360.

Only on the Now Network.™

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Get Your Phone Ready



▶ Insert the Battery

1. Insert the battery into the battery compartment, making sure the connectors align, and gently press it down.
2. Position the battery cover and slide it upward until it snaps into place.

▶ Charge the Battery

1. Plug the phone charger into an electrical outlet.
2. Plug the other end of the charger into the charger/accessory jack located on the lower right side of the phone.

▶ Turn the Phone On

- Press

▶ Switch to Spanish Menus (optional)

1. Press > **Settings /Tools > Settings > Others > Language.**
2. Highlight **Español** and press .

Activate Your Phone



▶ Activate Your Phone

- If you purchased your phone at a Sprint Store, it is probably activated and ready to use.
- If you received your phone in the mail, and it is for a new Sprint account or a new line of service, your phone is designed to activate automatically. To confirm your activation, make a phone call.
- If you received your phone in the mail and it is going to be activated on an existing number on your account (you're swapping phones), you can activate on your computer online or directly on your phone.

Activate on your computer:

- Go to sprint.com/activate and follow the instructions.

Activate on your phone:

Note: For security reasons, you will need your Sprint PIN to use this activation method.

1. Turn on your new phone. (Make sure the old one is turned off.) Your phone will attempt Hands-Free Activation automatically.

Note: Your phone will need to complete one hands-free activation attempt before you can continue.

2. Press **ACTIVATE** (left softkey) to override auto-activation and start the manual activation wizard.

Note: If you don't override Hands-Free Activation, your phone will attempt to auto-activate five times. Wait for **RETRY** to appear on your screen. Press **RETRY** (left softkey) and then press **ACTIVATE** (left softkey).

3. Follow the on-screen prompts to complete the activation process,
4. After you have completed the wizard, make a phone call to confirm your activation.

If your phone is still not activated, contact Sprint Customer Service at **1-888-211-4727** for assistance.

Make Your First Call



▶ Make Your First Phone Call


1. Enter a phone number using your keypad. (If you make a mistake while dialing, press **BACK** to erase.)
2. Press **TALK**.
3. When you're finished, press **END**.

Voicemail



► Set Up Your Voicemail

All unanswered calls are automatically transferred to your voicemail, even if your phone is in use or turned off. You should set up your voicemail and personal greeting as soon as your phone is activated:

- Press and hold **1**  and follow the system prompts to create your password and record your name and greeting.



Voicemail Password

(do not share): _____

Sprint strongly recommends setting a voicemail password. Without a password, anyone who has access to your phone can access your messages and place outbound calls through your wireless account.

► Retrieve Your Voicemail

From your wireless phone:

- To use One Touch Message Access, press and hold **1** .
- To use the phone's menu, press  > **Messages > Voicemail > Call Voicemail.**

From any other phone:

1. Dial your wireless phone number.
2. When your voicemail answers, press *****.
3. Enter your password.

Contacts





► Save a Phone Number

1. Enter a phone number and press **OPTIONS** (right softkey) > **Save**.
2. Select **New Entry** or **Existing Entry**.
3. For **New Entry**, select a type for the number (**Mobile, Home, Work, Pager, Fax, or Other**), enter a name, and add other information as needed.

For **Existing Entry**, select the entry, select a type, and press .

4. Press **DONE** (left softkey).


► Retrieve a Phone Number

1. Press **CONTACTS** (right softkey).
2. Use your navigation key to scroll through the entries, or use your keypad to enter the first four or more letters of an entry's name.
3. To display an entry, highlight it and press . To call the entry's default phone number, highlight it and press .

Messaging



► Send a Text Message (SMS)

1. Press  > **Messages** > **Send Message**.
— or —
Press **MESSAGES** (left softkey).
2. Select **Go To Contacts** to select a contact.
— or —
Press **MULTIPLE** (left softkey) to select multiple recipients, and then press **CONTINUE** (left softkey).
— or —
Press **NEW ADDR** (right softkey) to enter a phone number or email address directly, and then press **CONTINUE** (left softkey).

3. Use your keypad to enter a message or press **OPTIONS** (right softkey) to select additional options.

4. Press **SEND** (left softkey).

► Send a Picture (MMS) Message

1. Follow steps 1–3 of “Send a Text Message (SMS).”
2. Select <Add Attachment> and select **My album**, **Take new picture**, or **Voice**.
 - If you select **My album**, select files to attach, and then press **NEXT** (left softkey); if you select **Take New Picture**, take a picture.




- If you select **Voice**, select **Record**.
When you are finished recording, press **FINISH** (right softkey).

3. If you are satisfied with your message, press **SEND** (left softkey).

Pictures



► Take a Picture

1. Press and hold  to activate the phone's camera.
2. Using your display as a viewfinder, aim the camera lens at your subject, and press .
3. Press  to return to camera mode, or press **OPTIONS** (right softkey) to explore other options.

Manage Your Account



► Online: www.sprint.com

- make a payment, see your bills, enroll in online billing
- check minute usage and account balance
- see or modify the details of your Sprint service plan
- get detailed instructions and download content

► From Your Sprint Phone

- press Shift to check minute usage and account balance
- press Shift to make a payment

- press Shift to access a summary of your Sprint service plan or get answers to other questions

- press Shift to add a new line of service, upgrade your phone, purchase accessories, or access other account services

► From Any Other Phone

- Sprint Customer Service:
Dial **1-888-211-4727**
- Business Customer Service:
Dial **1-800-927-2199**

Helpful Sprint Information



► Total Equipment Protection

The protection you need so you can be worry free

Should anything happen to your phone, you'll have a worry-free way to ensure that you get connected again soon.

• Coverage includes:

Loss, theft, routine maintenance, physical or liquid damage, mechanical or electrical problems, failure from normal wear and tear.

• For more information:

See the Total Equipment Protection brochure available at any participating retail location or go to sprint.com/tep for more details. To enroll within 30 days of activation, call **1-800-584-3666**.

Total Equipment Protection is a service provided by Asurion Protection Services, LLC, Continental Casualty Company's (a CNA company) licensed agent for the customers of Sprint.

► Sprint 411

Dial 411 for nationwide listings, movie show times, restaurant reservations, driving directions and more. Spanish-speaking operators are available. See sprint.com for pricing and more details.

Resources



► For Your Phone

- This *Get Started Guide* to get you up and running.
- **User Guide** – View the comprehensive *User Guide* to the Samsung M360.
- **Web** – Go to sprint.com/support to download the latest version of the *User Guide*, and to access troubleshooting and other resources.

► For the Environment

Recycle your old phone safely and conveniently using the addressed recycling envelope packaged with your new phone. Visit sprint.com/recycle for more details.