Mobility

International Travel Guide

Samsung ACE™

66988

Bell

How to stay connected around the world

Stay connected while you travel around the world with your Samsung ACE™ smartphone. Bell gives you access to voice coverage in over 180 countries, including the availability of wireless data access in more than 100 countries. Just follow these steps to ensure you can roam wherever your business or personal travel takes you.

Preparing for your trip

1. Visit bell.ca/coverage to confirm the voice and/or data coverage availability (which includes email and browser access) in the country you are visiting, as well as the roaming rates.

2. Familiarize yourself with your Samsung ACE smartphone. In order to stay connected while travelling, you may need to manually select GSM mode on your smartphone when you arrive at your destination.

3. Also, don't forget to bring your charger and electrical adapter with you.

Note: If you are travelling to the Dominican Republic, Jamaica, or Mexico, please call Customer Care at least 48 hours prior to your departure to have your service enabled in these countries.

Arriving at your destination

When you turn on your Samsung ACE smartphone, the default service mode is set to CDMA. If you are travelling to a country with GSM service, you will need to change the mode. Here is how to select it:

Select **Start**
Go to **International Usage**

The options are:
- **CDMA**
- **Int'l GSM**

Select **Int'l GSM**
Select **Apply**
Confirm selection by typing **"yes"**

By pressing **OK** your Samsung ACE smartphone will power off and restart in the mode that you have selected. Once the service mode has been changed from **CDMA** to **GSM**, it is important to note that it must be changed back to **CDMA** when you return from your trip.

Changing the service mode from GSM back to CDMA:

> Select **Start**
> Go to **International Usage**

> The options are:
> - **CDMA**
> - **Int'l GSM**

> Select **CDMA**
> Select **Apply**
> Confirm selection by typing **"yes"**

By pressing **OK** your Samsung ACE smartphone will power off and restart in the mode that you have selected.

CDMA network

If you are logged on to a CDMA network, you will see one of the following indicators in the top right-hand corner of the screen: 1x , 1X , EV or 1XEV .

GSM network

If you are logged on to a GSM network, you will see the name of that network. You will also see a **"G"** icon if you are on a GPRS network. This indicates that you have wireless data access.

Once you're logged on to a network, you will be able to make/receive calls and send/receive text messages. If a data network is available (GPRS), you will see a **"G"** icon, which means you may also send and receive emails, and use other data services.

Keep in mind that email and browser services are not supported on all networks, so you may need to manually select a network that supports data.

Searching for GSM networks that support data access:

In the event that your Samsung ACE smartphone is set to GSM and doesn't automatically select a network that supports data access (email and browser), you will need to do the following:

Ensure that your smartphone is set to **Manual** selection in the **Int'l GSM** menu:

> Select **Start**
> Go to **International Usage**
> Your smartphone should be set to Int'l GSM
> If so, select **Phone Settings**
> Go to **Networks**
> Confirm that Network Selection is set to **Manual**

If selection is set to **Manual**, continue with the following steps:

Select **Menu**
Go to **Find a Network** and press **OK**

Your smartphone will search for all available networks in the area. Select individual networks one by one until you are able to log on to one that allows data (GPRS) usage. Data connectivity can be confirmed by locating the **"G"** icon on the status bar.

Refer to bell.ca/coverage for a complete list of networks that support data.

How to make calls

To make local calls or to place a call within a country, follow the local dialing method.

To make international calls, you need to use the international dialing code used in that country. For calls to Canada from the U.S. and most of the Caribbean, use the same method that you would to place a long distance call in Canada.

In GSM, you don't need to know the international dialing code. You can replace it with the "+" symbol. To get the "+" symbol, press and hold the [0+] key until the "+" symbol appears.

In CDMA, the international dialing codes are:

U.S., Bermuda, Guam and the Caribbean   **011**

Hong Kong, South Korea, Thailand   **001**

Taiwan   **005**

Other CDMA countries   **00**

Making calls from another country:

Country	Type of call	Example
From the U.S., Bermuda, Guam and most of the Caribbean	Local calls (area code+number) Long distance calls, including calls back to Canada (1+area code+number) International calls (Int'l dialing code+country code+city/area code+number)	Miami to Miami: 305 XXX XXXX Bermuda to Toronto: 1 416 XXX XXXX Barbados to Paris 011 33 1 XX XX XX XX (CDMA) +33 1 XX XX XX XX (GSM)
From other countries	Calls within a country International calls, including calls back to Canada (Int'l dialing code+country code+city/area code+number)	Berlin to Frankfurt 069 XX XX XX XX Hong Kong to Vancouver 001 1 604 XXX XXXX (CDMA) +1 604 XXX XXXX (GSM) Tel Aviv to Montreal 00 1 514 XXX XXXX (CDMA) +1 514 XXX XXXX (GSM) Rome to London (UK) +44 20 7XXX XXXX

Using your services

Voicemail retrieval

To retrieve your voice messages, simply press and hold the **[0+]** key until the **"+"** symbol appears, dial **1**, and then continue to place a call to your phone number. Wait to hear your greeting, then press # and enter your voicemail password. Roaming rates apply.

Call Forwarding

When you are on a GSM network, you will not be able to disable or change your Call Forwarding settings. Please ensure your settings are changed prior to your departure.

Text Messaging

Sending a text message while roaming works in the same way as it would if you were at home. Here are some examples:

From New York to a Montreal mobile number:
514XXXXXXX

From Australia to a Calgary mobile number:
403XXXXXXX

From France to a French mobile number:
011 33 XXXXXXXXX

From France to a German mobile number:
011 49 XXXXXXXXX

Note: Text messaging in CDMA mode is only available in the U.S.

Call Display

Depending on our roaming partner, Call Display service may or may not work when roaming in the U.S. or overseas.

Browser

Browser usage does not include roaming charges. All data usage while roaming is pay-per-use.

Troubleshooting

1. **I see 'No Service' on the screen or I cannot log on to a network when I turn on my Samsung ACE smartphone:**
   It may take a few minutes for your smartphone to log on to a network. If the problem persists, ensure that your smartphone is set to **Int'l GSM** mode and/or manually select a network.

2. **I can't send or receive email or launch my browser:**
   The network you are on may not support data roaming. Switch to a network that supports data.

3. **My text messages are not being delivered:**
   Check that you are entering the number correctly and make sure that text messaging service is available in the area you are visiting.

4. **I cannot access my voicemail:**
   Ensure that you are calling your own number using the appropriate dialing code. Merely pressing the **"1"** key before your number will not work while roaming.

5. **I am not able to get service:**
   a) Verify that you have selected the appropriate mode for your country of travel (GSM or CDMA). For example, if you are travelling to a country with GSM service, you must select the **Int'l GSM** mode.

   b) Verify that your SIM card is in your Samsung ACE smartphone and that it is inserted properly. If your SIM card is missing or if it is inserted incorrectly, your smartphone will display the following message: "The SIM card is missing or is not valid. You can still make emergency calls if your service provider supports it." Your phone will also show a No SIM message on the display and the SIM card icon, located at the top right of the screen, will indicate an **"x"**.

Rates

For a complete list of countries and rates, visit bell.ca/coverage

Customer Care

If you have any questions about roaming while away from home, call Customer Care, 24/7:

From the U.S.:
1 800 667-ROAM or

*611 (free from your mobile)

From overseas:
+1 514 420-7748 or

+800 328-2123-3 (available free of charge from a landline in select countries)

(In CDMA mode, replace the "+" with an international access code.)

For more information about using your smartphone when you travel, call **Customer Care** at **1 800 667-0123** or visit **bell.ca/coverage**

Current as of May 15, 2008. Available to Bell Mobility customers within Bell's international partner coverage areas where technology permits. Coverage subject to change without notice; see bell.ca/coverage for the most up-to-date information. Can be activated with certain Bell Mobility monthly plans on certain eligible exchanges within Bell Mobility's coverage area in Canada. Based on country location and coverage, certain handset features may not be available. Services and features may be withdrawn at any time without notice. Roaming services for some listed countries may be unavailable due to fraud or other circumstances. ACE is a trade-mark of Bell Mobility Inc. used under license. Samsung is a registered trademark of Samsung Electronics Co. Ltd. and its related entities.