



Worldwide Traveling Tips

Samsung ACE™ PDA Smartphone

BEFORE YOU TRAVEL

Activate your Samsung ACE in the U.S. with voice and data plans (email/web):

Your device must have active voice and data plans in the U.S. in order for either service to work internationally.

Enable your Samsung ACE SIM card and request international voice and data capability:

1. Call Sprint Worldwide Care at 1-888-226-7212, option 2.
2. Request that your SIM card be enabled.
3. Specify that both International Voice and International Data be enabled.

Note 1: Data usage while roaming is limited to email and web browsing.

Note 2: Domestic voice and data plans will incur roaming charges when used outside the U.S. Check sprint.com/international for voice and data pricing.

Check coverage and features available for the location(s) you will visit:

1. Visit sprint.com/international.
2. Select **Voice and Data Coverage and Rates**.
3. Select a country and click **Search**.
4. 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

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

1. Visit sprint.com/international.
2. Select **Voice and Data Coverage and Rates**.
3. Select a country and click **Search**.
4. 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. Enter your My Sprint username and password and click **Go**.
2. Select **Settings and Preferences**.
3. Select **Voicemail Passcode** and enter new information.

WHILE TRAVELING ABROAD

General Instructions for Selecting Service Mode:

Upon arriving in a country with GSM 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 OK (right softkey).
5. Press Cancel (left softkey) to return to the previous screen.
 - If you pressed OK, the device will power off and then restart in the selected mode.

Making 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 landline phone in that country.

International calls: International access code, country code, area code, phone number

Example: Calling Manhattan 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).

Text Messaging:

Text messaging is not yet available while roaming. Although you may receive a welcome message upon arrival in a country, all other SMS/text messages will be held until you return to the U.S.

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 WORLDWIDE CUSTOMER SUPPORT

From your Sprint phone:

Dial international access code, then 1, then 817-698-4199, option 2. (This call will be free.)

From a landline phone:

Call 1-817-698-4199, option 2. (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
- China 00-1-800-713-0750
- 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 landline and some public pay phones. This service does not cover any hotel access charges.*

TRAVEL CHECKLIST

General – Before Traveling

1. Call Sprint Customer Care 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; it should find and register with available network.
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 to access data. Follow directions for 'Select Service Mode,' but instead of "Sprint CDMA" select "Int'l GSM" mode.
3. While in GSM 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.

A list of carriers that offer data service is available on sprint.com; new carriers are added monthly. Be sure to check for updates: sprintpcs.com/common/popups/pop-gprsCarriers.html.

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. Press the battery cover release button, 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 and the cutoff corner points toward the lower-right corner of the Samsung device.
3. Slide the SIM card into the SIM card slot until it stops.

