Traveling In Japan

Upon arriving in Japan you will need to power on the device and be sure it’s in "Sprint CDMA" to access voice services.

Selecting "Sprint CDMA" using the Samsung Ace:
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 Sprint CDMA service mode and then press Apply (right softkey).
4. A “Confirm Reset” dialog box appears in the display asking if you wish to change phone modes.
5. Type ‘yes’ in the box and press Apply (right softkey).
6. Press OK (left softkey). The device will power off and then restart in the selected mode.

Casual International Roaming rates in Japan are as follows:
- **Voice Calls**: $1.99/minute for all calls placed and received, regardless of call destination.
- **Data Rate/Speed**: Data access is not available at this time.
- **Special Rate**: Not available at this time

Making Calls
- **How to Make a Local Call**: Please use the same procedures to dial locally from your Samsung Ace as you would from a landline phone in Japan.
- **How to Make an International call**: Dial the international access code for Japan, then enter the country code for the country you are calling, finally enter the phone number you are calling
  - *Example*: Calling Manhattan, NY, from Japan: Dial "010" (The international access code for Japan) then "1" (The United States’ country code) then the phone number.
  - *Example*: Calling London, from Japan: Dial "010" then "44" (The United Kingdom’s country code) then the phone number.

Receiving Calls
Callers do not need to dial anything different and they will not pay extra to reach you, simply ensure your device is in "Sprint CDMA" and powered on as stated above. Roaming rates apply to you only.

Accessing Voicemail
Voicemail service is available however; you may not receive a voicemail indicator. To check if you have any new messages;
- Dial "010"
- Then "1" and your Sprint 10 digit number
- When voicemail answers, press * (star) and enter the voicemail passcode followed by # (pound).
Texting
Texting is not yet available while roaming outside of the US. 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 can not be delivered will be deleted after 48 hours. Messages that go through will be rated based on your texting plan or $0.20 per message if you do not have texting plan.

Resolving Issues
If unable to access voice services then your issue may be resolved by following the steps below.

1. Power the device off, remove the battery, wait a minute or more, replace the battery and power the device back on to re-register with the network.

2. Check to ensure the device is in “Sprint CDMA”, see instructions on page 1.

Sprint Worldwide Customer Support
If any issues arise that need further troubleshooting or if information is needed, Sprint Worldwide Customer Support is available 24x7.

- From your Sprint phone: (this call will be free) Dial *010* 1.817.698.4199, select option 3.
- From a Landline phone: Dial the international access code of *010* then 1.817.698.4199, select option 3.
- Chat with us on-line at: www.sprint.com/international, click Chat with us >> (available M-F 7am – 7pm Central and Sat./Sun. 10am – 7pm Central)

The Sprint Worldwide representative will need the following information to complete trouble resolutions:

- Your wireless phone number.
- The city and country you are traveling in.
- Contact number (hotel, number of another traveler in your party, etc.)
- Time available for troubleshooting
- Amount of time will you be in the destination where trouble is occurring
- Any error messages that display on your device or that you heard when trying to place a call.