

Worldwide Traveling Tips

iPad / iPad Mini

Before you travel

1. *Enable Service:* Request your SIM be enabled for international roaming services. Contact Sprint Worldwide Care to ensure needed services will work for all trips. Sprint Worldwide Care can be reached via chat or email from sprint.com/swwsupport or see additional contact methods at the end of this guide under the heading *Contacting Sprint Worldwide Customer Care*.
2. *Update Software:* Settings > General > Software Update
3. *Verify International Roaming Settings:* Settings > Cellular > Roaming > Voice Roaming (Set to on)

Pricing Information

International roaming rates are available on sprint.com/sww or sprint.com/sprintworldwideguide. Other plans and options may be available for your specific destinations or your account, contact Sprint to review your travel plans to learn more.

Accessing Data Service

Data services must have been utilized on the Sprint network with the device prior to departure for service to work while roaming.

- *Verify Data Roaming Settings:* Settings > Cellular > Roaming > Data Roaming (Set to on)
- *Manage Data Roaming Costs:* Your device automatically connects to data service to retrieve email messages and applications connect for updates periodically. To prevent unexpected data charges from automatic updates and apps on your device you can turn off international data roaming, Settings > Cellular > Roaming > Data Roaming (Set to OFF)
- *Utilizing Device as Wi-Fi Hotspot:* Device hotspot functionality operates similarly while roaming abroad as it does from home. If you have enabled your device Wi-Fi hotspot service, then you can continue to connect while roaming internationally. Please note connections while roaming on GSM may be limited to one connection.
- *Accessing Wi-Fi for Data:* Turning on your device's Wi-Fi connection is a great way to make the most of your wireless data experience - it's faster, it puts less strain on your battery, and it offers a potentially lower cost data connection when traveling internationally. Your device settings determine whether or not Wi-Fi networks are detected and accessed. If Wi-Fi networks are not available or Wi-Fi is turned off, then your device will connect to data service via the cellular network where available.



Resolving Issues

If you happen to experience trouble connecting to services while traveling, follow steps below.

1. Verify the device is not in “Airplane Mode”. Then, power the device off and back on. This will force your device to re-register with the roaming partner.
2. Ensure the device is set to allow roaming: Settings > Cellular > Roaming
3. Manually change the device mode: Settings > Cellular > Roaming > toggle International CDMA to OFF (upon returning to U.S. device will need to toggle back ON)
4. Manually select a carrier: When device is in GSM/UMTS mode 'Carrier' will appear in the Settings menu > Tap on Carrier and toggle Automatic to OFF to allow for manual selection of GSM carriers > Select an available carrier– Sprint’s roaming partners are available on sprint.com/swwcarriers.
5. If the issue is not resolved, please contact Sprint Worldwide Care. The following information may be needed to complete further troubleshooting:
 - Your wireless phone number
 - City, country you are traveling in
 - Contact number (hotel, etc.)
 - Time available for troubleshooting
 - Duration you will be in the area where trouble is occurring
 - Error messages displayed on device or heard while calling
 - If the issue is related to calling or texting, are you able to access data?
 - If the issue is related to data, are you able to make calls or send texts?

Contacting Sprint Worldwide Customer Care

Sprint Worldwide Support is available 24 hours a day, 365 days a year.

- *Email / Chat:* www.sprint.com/swwsupport
- *Call:*
 - While in the United States: 1-888-226-7212
 - While traveling abroad: +1-817-698-4199 (free call when placed from Sprint devices)