

Worldwide Traveling Tips

HTC 10

Before you travel

1. *Update Software:* Settings > System updates > HTC software update > CHECK NOW > OK
2. *Update PRL:* Settings > System updates > Update PRL > OK
3. *Verify International Roaming Settings:*
Settings > Mobile data > Network mode > Automatic
Settings > Mobile data > Roaming (enabled – green) > International voice & text roaming (enabled – green) > International data roaming (enabled – green) > OK

Pricing Information

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

Calling

- *Make Local Calls:* Use the same procedure to dial locally from your phone as you would from a landline phone in your destination.
- *Make International calls:* To place an international call, dial international access code, country code, and the number. Plus code dialing simplifies international dialing, simply dial “+” in place of the international access code.
Example with plus code: Calling back to the U.S., dial “+”, then “1”, then the 10 digit 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 powered on to receive calls.
- *Voicemail:* You must know your voicemail passcode to access voicemail outside of the U.S. If you do not know your passcode, you may reset in your voicemail personal options or on Sprint.com. Voicemail service is available in most destinations; however, you may not receive a voicemail indicator. To check if you have any new messages
 - Dial international access code or “+”
 - Then “1” and your Sprint 10 digit number
 - When voicemail answers, press “*”, enter voicemail passcode followed by “#”

Texting

Sending a text while traveling is completed the same as sending a text from home. Texts can only be sent to and received from international carriers supported by Sprint. For a list of supported carriers check sprint.com/internationalmessaging.

- To send a text to a U.S.-based number simply enter the 10-digit number



- To send a text to an international number, enter “+” or “011”, then the country code and number

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 > Mobile data > Roaming (enabled – green) > International voice & text roaming (enabled – green) > International data roaming (enabled – green) > OK
- *Manage Data Roaming Costs:* Your device automatically connects to data service to retrieve email messages and applications connect for updates periodically. If traveling in a location without discount or included data, to prevent unexpected data charges from automatic updates and apps on your device you can turn off international data roaming, Settings > Mobile data (off – de-selected)

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 > Mobile data > Network mode > Automatic
3. Manually change the device mode: Settings > Mobile data > Network mode > GSM/UMTS (upon returning to U.S. device will need to be set back to Automatic)
4. 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)