

Worldwide Traveling Tips

Motorola Moto G4 / Motorola Moto G4 Plus

Before you travel

1. *Verify service available for your destination(s):* Check coverage on sprint.com/sww or contact Sprint Worldwide Care via chat or email from sprint.com/swwsupport
2. *Verify International Roaming Settings:* Settings > More > Cellular networks > Preferred network type > Global > System select > Automatic > Data roaming – ON

Calling

- *Make calls:* To place an international call, dial the international access code, country code, and the number. Plus code dialing simplifies international dialing, simply dial “+” in place of the international access code.
Example: 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.

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 > More > Cellular networks > Preferred network type > Global > System select > Automatic > Data roaming – ON

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 > More > Cellular networks > Preferred network type > Global > System select > Automatic > Data roaming – ON
3. 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)