

Worldwide Traveling Tips

Samsung Galaxy S® 5

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 Device Software:* Settings > System Update > Update now
3. *Update PRL:* Settings > System Update > Update PRL
4. *Verify Device International Roaming Settings:*
 - a. Settings> More Networks > Mobile Networks > Network Mode > Automatic
 - b. Settings > More Networks > Roaming > Roaming Network > Automatic
 - c. Settings > More Networks > Roaming > Roaming Settings > check international voice

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.

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. Note that plus code dialing may not be available on CDMA networks.
 - Example: Calling back to the U.S.,* dial international access code (example “00” in China), then the country code “1” (U.S. country code), then the 10 digit phone number.
 - 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 > More Networks > Roaming > Roaming Settings > check international data and check GSM Networks data checkbox (only available when connected to a GSM carrier)*
- *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 > More Networks > Roaming > Roaming Settings > uncheck international data*
- *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 > More Networks > Roaming > Roaming Network > Automatic
3. Manually change the device mode: Settings > More Networks > Mobile Networks > Network Mode > GSM / UMTS (upon returning to U.S. device will need to be set back to CDMA or Automatic)
4. Manually select a carrier:
 - a. Settings > More Networks > Mobile Networks > Network Mode > GSM / UMTS
 - b. A pop up will appear to select Automatic or Manual
 - c. Select manual then pick a network from the list once it appears
 - d. If the device is already in manual mode go to Settings > More Networks > Mobile Networks > Network Operators to select another network
 - e. 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)