

# Worldwide Traveling Tips

iPhone 4S

## Traveling In Mexico

Prior to traveling for the first time you should contact Sprint Worldwide Care to ensure services will work for all trips. Sprint Worldwide Care can be reached via chat or email from [www.sprint.com/swwsupport](http://www.sprint.com/swwsupport) or by calling 1-888-226-7212 (option 2). Sprint recommends checking your device to ensure you have the most current software and PRL available for your device prior to traveling.

Update Software: Settings > General > Software Update

Update PRL: type ##update# TALK

Casual international roaming rates in Mexico are as follows\*:

- **Voice Calls:** \$2.29/minute for all calls placed and received, regardless of call destination.
- **Texts:** Sent: \$0.50/recipient; Received: \$0.15/message
- **Data Rate/Speed:** \$0.004/KB 1x/EVDO Data \$0.019/KB GPRS Data  
Data capable devices automatically connect to data services to retrieve emails and update applications periodically. To prevent unexpected data charges from automatic updates on your device you can turn off the data roaming and only connect when you choose by enabling data roaming on your device.

Setting data roaming option:

Settings > General > Network > Data Roaming

Set to On to allow connection to data roaming service

Set to Off to prevent connection to data roaming service

Data rates are per kilobyte and are rounded up to the next kilobyte. Here are some examples of file sizes to give you an idea what charges you might incur:

- Weather: [www.weather.com](http://www.weather.com)  
1.55 Mb (1587Kb) \* \$0.004 = \$6.35  
1.55 Mb (1587Kb) \* \$0.019 = \$30.15
- CNN: [www.cnn.com](http://www.cnn.com)  
1.22Mb (1249Kb)\* \$0.004 = \$5.00  
1.22Mb (1249Kb)\* \$0.019 = \$23.73
- Email with one picture attached = \$4.08 or \$19.46
- **Special Rate:** Not available at this time.

## Making Calls

- **How to Make a Local Call:** Use the same procedures to dial locally from your phone as you would from a landline phone in Mexico.
- **How to Make an International call:** Dial the international access code for Mexico, then enter the country code for the country you are calling, finally enter the phone number you are calling
  - *Example:* Calling Manhattan, NY, from Mexico: Dial "00" (The international access code for Mexico) then "1" (The United States' country code) then the phone number.
  - *Example:* Calling London, from Mexico: Dial "00" 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 powered on.

## Accessing 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 it at [sprint.com](http://sprint.com):

1. Sign in to your account on [Sprint.com](http://Sprint.com)
2. Select the My Preferences tab found under the Welcome Back message
3. Choose Manage voicemail passcode from I want to menu on the right
4. Enter new passcode, re-enter and click Submit.

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Voicemail service is available however; you may not receive a voicemail indicator. To check if you have any new messages;

- Dial 0
- Then "1" and your Sprint 10 digit number
- When voicemail answers, press \* (star) and enter the voicemail passcode followed by # (pound).

## Texting

Sending a text while traveling is identical to sending a text from home. Texts can only be sent to international carriers supported by Sprint. For a list of supported carriers select 'International Texting From US' from [www.sprint.com/international](http://www.sprint.com/international), then select the link for international carriers.

- To send a text to a U.S.-based number or to any number within the North American Numbering Plan (NANP)\* simply enter the 10-digit number

- To send a text to a non-US or non-NANP\*-based number, enter 011 then the country code and number

\*North American Numbering Plan (NANP) Countries: Anguilla, Antigua, Bahamas, Barbados, Bermuda, British Virgin Islands, Canada, Cayman Islands, Dominica, Dominican Republic, Grenada, Jamaica, Montserrat, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, and U.S. Territories (Puerto Rico, U.S. Virgin Islands and Guam)

## Resolving Issues

If unable to access voice, texting, and data (web/email) services upon arriving in Mexico follow the steps below.

1. Verify the device is not in Airplane mode.
2. Check to be sure roaming settings are enabled.

### Steps to enabling roaming:

Voice/Texting Services: Settings > General > Network > Voice Roaming (Set to On)

Data Services: Settings > General > Network > Data Roaming (Set to On)

Note: If data service has not been accessed on the Sprint network with the device then it will not work while roaming. Services must have been utilized on the Sprint network with the device prior to departure for service to work while roaming.

3. Power the device off and back on to force the device to re-register with the roaming partner.

If the issue is not resolved and further troubleshooting is needed, Sprint Worldwide Customer Support is available 24x7.

- **From your Sprint phone:** (this call will be free) Dial 0 1.817.698.4199, select option 3.
- **From a Landline phone:** Dial the international access code of "00" then 001.877.294.9003, select option 3.
- **Email or Chat from:** [www.sprint.com/swwsupport](http://www.sprint.com/swwsupport)

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.
- If the issue is with voice service were you able to access data?
- If the issue is with data, were you able to place voice calls?

## Contacting Sprint Worldwide Customer Care

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

- **Email or Chat from:** [www.sprint.com/swwsupport](http://www.sprint.com/swwsupport)
- **Or Call**
  - **From your Sprint phone while in the United States:** (this call will be free) Dial 888-226-7212
  - **From a Sprint wireless phone while traveling abroad:** (this call will be free) Dial 0 1.817.698.4199
  - **From a Landline phone while traveling in Mexico:** Dial the international access code of "00" then 001.877.294.9003

### When calling select one of the following options

For assistance while in the US, placing calls to another country press 1

For information on using Sprint wireless service while outside the US press 2

If you are currently outside the US, and having trouble with your service press 3