

# AT&T World<sup>SM</sup> Quick Reference Guide

## Making calls and sending messages while outside the U.S.

- Calls or text, picture, video or instant messages to the U.S.:  
Dial “+” (1) (area code) (local number)
- Calls or messages to another country:  
Dial “+” (country code) (local number)

TIP: With most GSM phones, the “+” key will appear on your screen if you press and hold down the “0” key.

## Making calls and sending messages from the U.S.

- Calls to another country:  
Dial “+” (country code) (local number)
- Calls to Canada and many Caribbean locations:  
Dial “1” (area code) (local number)

## Checking voicemail while outside the U.S.

1. Press and hold the voicemail retrieval key on your phone (typically the “1” key).
2. Interrupt your personal greeting by pressing “\*”.
3. Enter your voicemail password.
  - If you don’t know your password you can reset it using one of the following methods:
    1. Call Customer Service
      - In the U.S.: Call 611 or 1-800-331-0500
      - Outside the U.S.: Call +1-916-843-4685
    2. Change online at [att.com](http://att.com) and search “reset voicemail password”.

NOTE: In some cases, you may reach the main voicemail system greeting. Just enter your 10-digit wireless number, then follow steps 2 and 3. International roaming charges will apply.

## Accessing an international network

- Before traveling, an International Roaming feature must be activated on your account.
- If you experience service issues, turn your phone off for one minute, then back on.
- Be sure your phone’s frequency band is set to “automatic.”
- If you are not receiving email, detach your Smartphone battery and then reinsert it.
- If your PC card is not registering, remove the card; reboot the computer; reinsert the PC card.

## For assistance when outside the U.S.

Call International Customer Care 24 hours a day/7 days a week at +1-916-843-4685 (a free call from your wireless phone).

