

International roaming guide



INTERNATIONAL

htc

TELUS®



TELUS international roaming

Keeping in touch while you travel is easy with TELUS. Not only can you use TELUS across Canada, you can also take your service and roam around the world.*

This guide will give you important information on how to use your new HTC Snap™ smartphone while travelling internationally, including how to prepare for your trip and using email and Web.

Please keep this guide handy and take it with you when travelling.

*Not available in all countries. Visit telusmobility.com/internationalroaming for availability of roaming services.



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Preparing for your trip

In order to roam internationally, you need to have your HTC smartphone activated and International Roaming added to your account.

If your HTC smartphone has not been activated, please read the **getting started guide** included in your box.

If you do not already have International Roaming on your account, please call Client Care at **1-866-558-2273**.

Follow the steps below to prepare your HTC smartphone for your trip.

1 Insert the International Roaming Card (SIM)

Follow the steps on the SIM Card packaging.

2 Automatic switch to global mode

The HTC smartphone will display the following message before automatically switching to the global mode of operation.

SIM detected. Your device will now switch to Global mode.

3 Download international roaming guide, check available networks, coverage and pricing

Prior to your trip, please ensure you install the International Roaming Guide application directly onto your device. To install this application on your HTC Snap device, please visit telusmobility.com/internationalroaming and look under TELUS International Roaming Guide for TELUS World Phones. Once installed, this free application will reside on your device and will offer a country search feature, direct access to TELUS client support, tips and tricks and common troubleshooting steps.

Visit telusmobility.com/internationalroaming for information on the country or countries you plan to visit.

4 Using calling features

Please see the **using calling features** section on page 9 for details.

Arriving at your destination

Confirm your network mode of operation is Global

You should have already set your Network Mode to Global when you first inserted your SIM Card. If you did not, you can do it now by following the steps below.

- step 1** On the home HTC screen click **Start > Settings > Phone > Networks**
- step 2** Check the mode of operation field and change it to **Global**, if required
- step 3** Press the **Done** key to save your changes

Note: If you are having trouble sending or receiving email or accessing the Web, please see the **troubleshooting** section on page 10.

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Set the date and time

Follow the steps below to set your date and time while roaming.

- step 1** On the home HTC screen, click **Start > Settings > Clock & Alarm > Date and Time**
- step 2** Set the **visiting time zone, time and date**
- step 3** Press the **Done** key

Making calls

LOCATION	DIAL
Calling within a country outside of Canada or the U.S.	area code (if applicable)-local phone number
Calling from outside of Canada and the U.S. to Canada or the U.S.	CDMA: international access code-1-area code-local phone number
	GSM: +1-area code-local phone number
Calling between countries outside of Canada and the U.S.	CDMA: international access code-country code-area code (if applicable)-local phone number
	GSM: +country code-area code (if applicable)-local phone number

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Using email and Web

Follow the steps below to ensure your email and Web services are enabled.

- step 1** On the home HTC screen , click **Start > All Programs > Comm Manager**
- step 2** Make sure that the **Data Connection** switch is set to **ON**
- step 3** Press the **Escape key** to save your changes

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Using calling features

Voice mail

While roaming, voice mail notification may not be available in all service areas and local and roaming charges will apply when retrieving messages.

Please make sure to change your voice mail greeting before you travel as changes cannot be made in a GSM coverage area.

To access your voice mail while roaming, please see the chart below.

LOCATION	DIAL AND FOLLOW THE PROMPTS
In a GSM coverage area	+1 - your area code and phone number. If you hear your personal greeting, press *.
In a CDMA coverage area	International access code-1-your area code and phone number

Call forwarding and do not disturb

When you are in a GSM coverage area you will not be able to disable or change your existing call forwarding setting or disable the do not disturb feature, so please make sure you do this before you travel.

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Calling Client Care

LOCATION	DIAL
Outside of Canada or the U.S.	CDMA: international access code +1-416-940-5995
	GSM: +1-416-940-5995
Within Canada	1-866-558-2273
Within the U.S.	1-866-771-9666

Troubleshooting

If you are unable to send or receive email or access the Web in a GSM coverage area, you may need to switch your HTC smartphone to GSM mode and manually select an alternative TELUS roaming partner in your area – please follow the steps below.

- step 1** On the Home HTC screen, click **Start > Settings > Phone > Networks**
- step 2** Set the **Mode of operation** field to **GSM only** and press **Done** soft key
- step 3** Go to home HTC screen and click **Start > Settings > Phone > Networks**
- step 4** Set the **GSM Network Selection** field to **Manual**
- step 5** Press the **menu** soft key and **Select a Network** option
- step 6** Wait until the device shows the dialog **Select Network**
- step 7** Select the desired network
- step 8** Press **Select** soft key

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