AT&T World™
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 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).