

Follow these 4 steps for a seamless experience!

1 Check Coverage

Visit www.flashmobile.com to check that coverage is available in your area and to make sure your device is compatible with Flash Mobile. Use our [Coverage Check](#) tools on the [Flash Mobile website](#).

2 Check Compatibility

Your device must be 4G LTE compatible. Use our [Bring Your Own Device](#) tool to check if your device is compatible with Flash Mobile Network.

3 Check Eligibility

Your device may be compatible, but you'll also need to make sure your device is eligible (unlocked).

iPhone

(iOS 13 or earlier must be updated to the newest iOS)

- Go to Settings > General > About.
- Scroll to the bottom. If you see "No SIM Restrictions," you're good to go!
- If your device says "SIM Restrictions" or you still aren't sure if it's unlocked, check out the [How to Unlock Your Device](#) guide on ACN Compass.

Android:

- Check out the [How to Unlock Your Device](#) guide on ACN Compass to ensure your device is unlocked.

4 Confirm Porting Information

If you want to Transfer (Port) your existing number to Flash Mobile, have this information readily available when the time comes to enroll:

- Current carrier account number
- Current carrier account PIN/porting PIN/Transfer PIN
- Primary Account Holder First Name/Last Name as it appears on the invoice
- Billing Address on the current account

DO NOT CANCEL YOUR SERVICE IN ADVANCE. The process of transferring your number will automatically cancel out your service with the current carrier.



Additional Helpful Tips!

ELIGIBILITY:

We can't unlock devices from other carriers. Please make sure yours is unlocked before you begin the enrollment process!

BEST PRACTICE FOR IPHONE USERS:

Confirm your Apple ID and password prior to enrolling. In some cases, you need this info after activation.



PORTING TIPS:

- Customers bringing their number from Verizon, AT&T Wireless and T-Mobile will need to request or go online to generate a Number Transfer PIN that will only be valid for a limited time (3-7 day depending on carrier) before a new one is needed.
- Customers bringing their number from AT&T may receive a text message when porting out to either approve or reject the port out request.

NEED A NEW DEVICE?

- Make sure you get a non-carrier - specific device that's unlocked and compatible with all networks. See our [Support FAQ](#) for a list of popular, compatible devices.
- You can also visit www.flashmobile.com to shop for a wide selection of "ready to enroll" devices.

Other Tips:

• Always Back-up Your Device

Back up your device to protect your data, like pictures, music, videos and emails. Use the [How to Back Up Your Phone](#) and Transfer Data guide to get started.

• Choose Your Flash Mobile Plan in Advance

Get familiar with the available plans ahead of time. There are great options to fit your lifestyle.

Thank you so much for being part of Flash Mobile!

Take these steps to experience wireless service that's Simple & Reliable.

