

# FLASH MOBILE PRE-ORDER CHECKLIST



Follow the steps below for a seamless experience!

## STEP 1

Visit [www.flashmobile.com](http://www.flashmobile.com) to make sure your device is compatible with Flash Mobile and that coverage is available in your area.

Use our [Bring Your Own Device](#) and [Coverage Check](#) tools on the [Flash Mobile website](#).

## NEED A NEW DEVICE?

- Make sure you get a non-carrier - specific device that's unlocked and compatible with all networks. See our [Support FAQs](#) for a list of popular, compatible devices.
- Your device must be 4G LTE compatible.

## STEP 2

Make sure your device is eligible and unlocked.

### 1. iPhone (iOS 14 or later)

- 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](#).

**2. iPhone (iOS 13 or earlier):** Update to the newest iOS and follow the steps above.

### 3. Android:

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

**Best practice for iPhone users:** Confirm your Apple ID and password prior to enrolling. In some cases, you need this info after activation.

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

## STEP 3

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

### Note:

- Customers bringing their number from Verizon will need to request a Number Transfer PIN as billing PIN will not work.
- Customers bringing their number from AT&T may receive a text message when porting out to either approve or reject the port out request.
- DO NOT CANCEL YOUR SERVICE. The process of transferring your number will cancel out your service with the current carrier.

## STEP 4

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.

## STEP 5

Get familiar with available plans ahead of time. There are 4 great options to fit your lifestyle.

Thank you so much for being part of this launch with us!

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

