1. **Getting Started with Mint Mobile**

SIM Card Activation

How do I remove, insert and change a SIM card on iPhone?

Switching to Mint Mobile means ditching that old carrier's SIM card and putting our shiny new one in your phone. The way to remove and insert a SIM card is pretty consistent across most phones nowadays, but you may want to grab your user manual to confirm these steps for your phone, just in case.

Before inserting a new SIM card into iPhone

- Make sure your phone is compatible with our network
- Verify that your phone is turned off
- Ensure your SIM card is activated

Once you've activated your plan, just follow the steps below to remove your old SIM card and insert your new Mint Mobile SIM card.

How to remove and insert a SIM card – iPhone

1. Locate the SIM tray on your iPhone
    - It should be a small slot along the edge of the phone with a very small hole in it.
2. Use the SIM ejector tool we provided to pop out your phone's SIM tray and remove your old SIM card.
    - There should be a tiny hole in the SIM tray that you insert the tool into; just be careful not to accidentally stick it in the microphone
3. Punch out the appropriate SIM card size from your Mint Mobile 3-in-1 SIM kit
    - It may be easier to punch out the mini SIM first, then remove the excess plastic to get it down to a micro SIM or nano SIM, depending on the size of your phone's SIM tray
4. Place your new Mint Mobile SIM card in the SIM tray with the logo facing up, and slide the SIM tray back into your phone until it clicks securely into place
5. Power on your iPhone, watch it connect to the Mint Mobile network, and you should be ready to roll

2. A**ctivation**

1.CONNECT TO WI-FI AND DOWNLOAD THE MINT MOBILE APP

In the app, select "Activate Your SIM Card." The app should detect if your phone is eSIM compatible. Then enter your 11-digit eSIM ACT code from your order confirmation email.

2. SELECT "KEEP YOUR CURRENT ONE" TO BRING YOUR PHONE NUMBER TO MINT

Or, get a new number by selecting "Get a new one," and we'll assign one to you based on your Zip Code. If you choose to get a new number, skip ahead to step 5.

3.ENTER YOUR CURRENT PHONE NUMBER AND ZIP CODE

This helps us verify your information and determine eligibility for transferring your number over to Mint.

4.SELECT YOUR CURRENT CARRIER AND PROVIDE THE REQUESTED INFORMATION

You'll need your account number and PIN, or number transfer PIN. You can find these on your current carrier's website or in your account settings. Need some help? Contact your carrier's customer support.

5.ENTER YOUR NAME TO INITIATE A NUMBER TRANSFER REQUEST

Once your request goes through, you'll see a message saying your plan has been activated.

6.INSTALL YOUR ESIM

An iOS pop-up will appear asking if you'd like to install eSIM. Click continue and follow the set up instructions.

7.CREATE ACCOUNT

Create a password to finish setting up your account on the Mint Mobile app.

3. **Setting Up Your Account:**

How do I set up and manage my Mint Mobile account?

Your Mint Mobile account is created and set up after purchase, during the SIM or eSIM activation process via the Mint Mobile app or Mint Mobile website.

How do I access my Mint Mobile account?

You can access your Mint Mobile account either by logging into the Mint Mobile app or logging in on the website.

How do I manage my Mint Mobile account?

Managing your Mint Account is easy. The best way to manage your account is within the Mint Mobile app. The Mint Mobile app lets you manage your account and use different features, right from the palm of your hand. When you log into your account, you can toggle between your Main Dashboard, My Plan, Support and Account Settings.

Dashboard

Keep tabs on your data usage by seeing how much data you've used in your plan, how long you have until your next renewal, how much money you have in your Mint wallet, and any new offers or features we have will show up on your dashboard.

Now here's the complete guide to what sections and features you will find within the Mint Mobile app and the website account:

My Plan Section

- Change plans
    - With our flexible service you can change plans at the end of your current plan
- Turn on Auto Renewal
    - Don't worry about remembering to make a payment, set up Auto Renewal and you're good to go

Support

If you need help with anything:

- Get 24/7 support from our virtual Chat Bot
- Visit our Help Center
- Call customer service (800) 693-7392

Account

- My Details
    - Edit first and last name, email address and more
- My Mint Family
    - If you manage multiple accounts, you can go here to switch between plans and adjust them as needed

Refer a Friend

- Get a free Mint Renewal credit when you refer a friend. Earn up to $45 in renewal credit when you refer a friend

Add-ons and services

- Add more data/hotspot
    - To add more data to your plan
- Add MINTech Advisors
    - $15 per year for 12 months of VIP support from our wireless experts
- Phone Protection
    - Allstate Phone Protection Plans
- Shop new phones
    - Get 6 months free when you buy a new phone

International Stuff

- Add Minternational Pass

    - To call, text and use data while you're overseas
- Free Canada Roaming
    - Mint subscribers will get to enjoy unlimited talk & text and 3 Gigabytes of high-speed data each month to use
- View international calling history

Security

- Change password
- Set up two-factor authentication
    - It's a security feature that requires you to provide two methods of verification to access your account
- Number Lock
    - A security feature that protects your SIM (physical SIM or eSIM) from unauthorized changes

Payment

- Add money to wallet
- Payment method
    - To double-check if you have a card on file so you can renew your plan and make payments
- Transaction History
    - Here you can view your transaction history (plan payments, phones, Minternational Pass, etc.)

SIM Card

- Change device you can transfer your Mint service to another phone
- Order replacement physical SIM card or eSIM
- Activate replacement physical SIM card

Other

- Change your color theme from Dark to Light
- Turn on or off Wi-Fi Calling
- Communication preferences
    - Update your preferred method of communication from us, choosing from email, texts or voice calls
- Allow login with Face ID

4. **Plan Features and Management**

Renewing Your Plan:

How do I set up and manage auto renewal?

When you're not paying a bill every single month, it's easy to lose track of when your account is set to renew. Don't worry, we'll let you know – but that's why we also have auto renewal. Pick your plan, verify your payment info, and enjoy the no-bill chill life for 3, 6 or 12 months depending on the wireless phone plan you choose. We give you a heads up prior to your renewal, so you have time to make any plan changes if needed. It's super easy, super convenient, and super simple to set up.

How to activate auto renewal

1. At checkout or when you activate your Mint Mobile plan, you'll be given the option to enable auto renewal on your account. It will charge the same card you purchased your plan with once your current plan is up.
2. If your account is already active but auto renewal isn't, you can log in to your account via the Mint Mobile app to switch the auto renewal toggle on in seconds. You can also log in to your account online at mintmobile.com/login and check the box to enable auto renewal at any time.
    - If you don't have an up-to-date method of payment on your account, you'll be asked to add one here

How to manage auto renewal

1. We'll notify you via text message & email a few days in advance of when your plan is about to renew, so you aren't taken by surprise.
2. Use this time to make any plan or account changes before it renews, such as switching to a higher data plan if you need it, changing to a longer plan so you can lock in a lower monthly rate, or updating your payment info if you want to pay for your renewal with a different card.
    - You can turn off auto renewal by logging in to your account via the Mint Mobile app again and simply switching the auto renewal toggle off. You can also log in to your account at mintmobile.com/login and uncheck the box for auto renewal. This means your account will go into suspension after its final day if you don't make a manual renewal payment.
    - Any changes or auto renewal cancellations must be made at least 24 hours prior to your scheduled auto renewal date

5. **Family Plans:**

THE MODERN CELL PHONE PLAN FOR MODERN FAMILIES

Any Mint Mobile plan can be combined with another to create a Mint Family, starting with just two lines total (max of five).

Keep your current phone or start fresh, it's up to you

New Customer Offer

All 3-month plans are $15/mo

MINT MODERN FAMILY PLAN

Mix & match individual plans so everyone gets the data they need with no overages

WE'LL HELP MOVE YOUR FAMILY TO MINT FOR FREE

Our Activation Support specialists will get the whole fam set up on your new plan at no additional cost. Whether you all want new numbers or want to bring your current numbers to Mint, we'll do the work for you (including calling your current carrier to help you transfer your numbers).

6. **Data Add-ons**

How do I add more data to my Mint Mobile plan?

While we do our best to help you find the right data plan for you, there may be a time when you're away from Wi-Fi and using more data than you usually do, like when you're on a trip posting pics or streaming music. Fortunately, you can always add more high-speed data to your plan anytime you need it until your next data recharge.

There are three ways to add more data to your plan:

Add data on the Mint Mobile app

1. Log into your Mint Mobile account

2. Click "Account" on the bottom right corner

3. Scroll down and select "Add More Data" in the menu

4. Choose from the data add-on options available with your plan:

- If you're on our 5 Gigabytes, 15 Gigabytes or 20 Gigabytes plan, you can choose from 1 Gigabytes for $10 or 3 Gigabytes for $20
- If you're on our Unlimited Plan, you can choose 5 Gigabytes for $15 or 10 Gigabytes for $20

Add data in the Mint Mobile website

1. Log into your Mint Mobile account

2. Click "Add More Data"

3. Choose from the Data Add-On options available with your plan:

- If you're on our 5 Gigabytes, 15 Gigabytes or 20 Gigabytes plan, you can choose from 1 Gigabytes for $10 or 3 Gigabytes for $20
- If you're on our Unlimited Plan, you can choose 5 Gigabytes for $15 or 10 Gigabytes for $20

Add data by texting 6700

Message UPDATA to 6700 and follow the instructions. FYI: you'll need to have money in your Mint Mobile wallet to make this purchase

Additional data information

- Data Add-Ons are applied immediately at the time of purchase
- Add-Ons do not roll over and expire at the end of your current 30-day plan cycle
- Check your balance at any time by texting "DATA" to 6700

How do I keep track of my monthly data usage?

You can check your monthly data usage at any time in the Mint Mobile app or at mintmobile.com. If you are using less data each month than is included in your plan, you can dial down your data at the end of your current plan. If you find yourself maxing out each month, or adding additional data, then you can upgrade to the next data plan at any time. You just pay the difference. It's that simple.

7. . Phone Setup and Troubleshooting

Voicemail Setup: Instructions for setting up and managing voicemail.

How do I set up visual voicemail?

What is visual voicemail?

Visual voicemail allows you to view all of your voicemail messages at once, similar to your email inbox. Instead of having to listen to them in order, you simply scroll to the one you want to hear and press play. And if you'd rather not listen to the message at all, some visual voicemail apps can transcribe your voicemails into text and even send them to you via SMS or email.

How do I get visual voicemail with Mint Mobile?

There are two ways to get visual voicemail on your phone: either it's already built in or you have to download a third party app. Some phone manufacturers support visual voicemail on the Mint network, while others require a third party app in order to use visual voicemail. If

you're using an iPhone 6 or a newer model with Mint Mobile, visual voicemail should be on your phone already. If you have an Android phone, you may need to download a third party app.

Visual voicemail on an iPhone

If you brought your iPhone along from another carrier when you switched to Mint Mobile, your visual voicemail should just need a quick refresh. Call yourself (or have a friend call you) and leave a voicemail. Receiving a new voicemail should cause whatever voicemails you had saved in your phone to repopulate in your inbox.

Setting up visual voicemail on iPhone

1. Open up the Phone app
2. Tap Voicemail
3. Tap Set up
4. Create a voicemail password
5. Confirm your voicemail password
6. Choose a greeting – default or custom
    - If you choose Custom, record a new greeting
7. Tap Save

How to troubleshoot my visual voicemail on iPhone

There are a few different reasons why your iPhone voicemail might be giving you trouble. Luckily, they're pretty simple to troubleshoot:

- **Your inbox might be full**
    1. Tap the Phone app on your home screen
    2. Select Voicemail
    3. Tap Edit in the top right corner
    4. Select whichever voicemails you're willing to delete
    5. Tap the trash can icon
- **It could be a software glitch**
    - Try restarting your phone to see if that clears things up. If not, check to see if your phone's software is up-to-date.
- **You might have to contact your carrier**
    - Voicemail is a feature provided by your wireless carrier, so if you're unable to set it up on your iPhone or still have difficulties with your voicemail after trying these steps, you'll need to reach out to your carrier

For more info about your iPhone's visual voicemail capabilities, Apple Support has you covered.

Third-party visual voicemail options for Android phones

If you're using one of the many Android phones that doesn't have visual voicemail built in, don't fret. There are several visual voicemail apps to choose from in the Play Store (or the Galaxy Apps store if you're on a Samsung). For Samsung phones, for example, we recommend MyVVM.

Check out the features and read reviews to decide which one makes the most sense for you. After you download a visual voicemail app, you'll need to follow the steps provided by the app developer to get it set up on Mint Mobile's network.

How to troubleshoot my visual voicemail on Android

There are a few different reasons why your Android voicemail might be giving you trouble. Luckily, they're pretty simple to troubleshoot.

- **It could be a software glitch**
  - Try restarting your phone to see if that clears things up. If not, check to see if your phone's software is up-to-date.
- **You might have to contact your carrier**
  - Voicemail is a feature provided by your wireless carrier, so if you're unable to set it up on your Android or still have difficulties, you'll need to reach out to your carrier
- **Uninstall and reinstall the visual voicemail app**
  - Sometimes uninstalling and reinstalling will fix the issue.

Troubleshooting

My service isn't working – how can I resolve?

If you're experiencing trouble with your service's connectivity, maybe "SOS", "No Service" or "Searching" is in the status bar. here are a few common fixes:

Turn your phone off and back on

The most common way to fix issues with data connection, text messages and domestic/international calling is by turning your phone off, waiting 30 seconds and turning it back on.

Remove and reinsert your Mint Mobile SIM card

If you have a physical SIM card, doing this essentially re-registers your phone in the mobile network. (This only applies to a physical SIM card; never delete or try to remove your eSIM). This will help you with problems related to data connection, text messages and domestic/international calling.

Check out How do I remove and insert a SIM card on iPhone and How do I remove and insert a SIM card on Android for more information.

Turn your Mint Mobile eSIM off and on

Since you can't remove or reinsert your eSIM like you can a physical SIM card, you can try turning it off and on to help solve problems related to data connections, text messages and domestic/international calling.

Check your coverage map

If you're in a rural area, deep inside a building or underground, your signal strength might be reduced or even cut off. Refer to our coverage map to help determine the coverage strength in your area.

Make sure airplane mode is off

Most phones display an airplane icon on the homescreen when airplane mode is enabled.

Make sure your software is up-to-date

Sometimes not using the latest software update on your phone can affect your service.

Make sure no other eSIM is installed

Different models of phones and Operating Systems have limitations on the number of eSIMs allowed on each device.

Do a soft reset

Also known as a force restart. This will allow the restart of a device without losing any data.

Change the network mode

Turn automatic off and select the networks available. Sometimes the automatic network selection may have trouble connecting to a priority network. This will force a connection and allow the automatic network selection to work again.

Wi-Fi Calling Feature

Wi-Fi calling may in some cases interfere with your service if the Wi-Fi signal is not strong. Turn it off and attempt to connect with cellular.

Reset network settings

Resetting network settings is the final step in the self-troubleshooting process because you'll lose all previous network related data (Wi-Fi passwords, Networks saved, etc).

If you continue to experience issues even after all steps, call our Care Team at (800) 683-7392 or chat with us at mintmobile.com/chat.

6. Account and Billing

- **Payment Methods:**
  - Mint accepts major credit and debit cards. You can update your payment information in your account settings.
- **Billing Cycle and Charges:**
  - Mint operates on a prepaid basis. Your plan renews every 3, 6, or 12 months, depending on your plan length. You can view and download invoices from your account.
- **Auto-Renewal:**

- Auto-renewal is the default for all plans. You can disable it in your account settings if you prefer to renew manually.

7. Switching to Mint Mobile

How do I transfer my Mint service to a new phone?

So, you got yourself a new phone and now you need to move your Mint service to it so you can text your friends and tell them all about it. We can help you transfer your service from your old phone to your new one in just a few simple steps.

Before we begin

There are a few things you need to do while you still have service on your current phone:

1. Backup your current phone to ensure all your important stuff is saved
2. Make sure your new phone is compatible with Mint Mobile
3. If you didn't buy your new phone directly from Mint, make sure it's unlocked
4. Connect both phones to Wi-Fi

Transferring your Mint service to an eSIM phone

You can easily transfer your service to a new phone via eSIM, even if your current phone is using a physical SIM card, by following a few simple steps.

NOTE: If you're transferring service from one eSIM phone to another, make sure you don't delete the eSIM on your current phone until the transfer is complete. Also, Mint Mobile does **not** currently support iPhone's eSIM Quick Transfer, so if a notification appears offering this option, select "No" and follow the steps below:

1. Download and install the Mint Mobile app onto your new phone and log in to your account
2. Select Account in the bottom right corner
3. Scroll down and select Change device
4. Choose Get an eSIM
5. Confirm you're on your new phone by tapping This is my new device
6. On the purchase summary screen, tap Checkout
7. When the service interruption warning appears, make sure you're connected to Wi-Fi and select I'm connected to Wi-Fi
8. You'll be asked to enter the SMS code that was sent to your phone. Type it in and tap Continue
9. Once the replacement eSIM is processed and marked successful, tap Continue to install your new eSIM
10. Select Install eSIM and follow the remaining on-screen instructions
11. Enjoy your Mint service on your new phone

Transferring your Mint service from a physical SIM card phone to another physical SIM card phone

Moving your service from one phone to another when they both use a physical SIM card is as easy as moving the SIM card. Just follow these steps:

1. Turn off both phones
2. Locate the SIM card tray on your current phone and remove the SIM card
3. Locate the SIM card tray on your new phone and insert the SIM card
    1. If your SIM card is too big for your new phone, you may be able to punch it out to make it a smaller size. If it's too small for your new phone, you'll need to request a replacement SIM card from our Care Team.
4. Turn on your new phone
5. Download and install the Mint Mobile app, log into your account and you're ready to roll

Congrats on your new phone

If you find yourself having any issues with your service after the transfer, follow our troubleshooting tips.
Want to switch from a physical SIM card to an eSIM without changing phones? We have steps to help you with that too.