Erasing previous Carrier's eSIM or Adding Astound Mobile eSIM

mportant Warning

- **Do not attempt this unless the customer has disconnected service with their previous carrier**

- Removing or Erasing the SIM/eSIM will cause the mobile device to stop working

  - Customers should not do this on the device they are talking to you

Erase eSIM: iPhone

1. Go to **Settings**
2. Tap either **Cellular** or **Mobile Data**

3. Tap the plan that you want to erase
4. Tap **Delete eSIM**

For **muliple eSIMS that all need to be deleted:**

1. Go to **Settings**
2. Tap **General**
3. Tap **Reset iPhone**
4. Tap **Reset**

- ***WARNING:*** *Do not choose the* ***Erase All Content and Settings*** *option, all your content will be removed*

1. Tap **Delete all eSIMs**
2. All eSIMs stored on your iPhone are deleted. You will need to set up a new eSIM or physical SIM card to connect

Erase eSIM: Android

1. Tap **Settings**
2. Tap **Connections**
3. Tap **Mobile Network > Advanced**
4. Tap **Mobile Service Provider** (or **SIM card Manager**)
5. Tap the eSIM profile you want to erase
6. Tap **Remove**
7. Confirm your choice by tapping **Remove** once again

Add eSIM: iPhone

1. Open the **Camera** app and scan your QR code. When the **Cellular Plan Detected** notification appears, tap it
2. Tap **Add eSIM**
3. Tap **Continue** at the bottom of the screen
4. Tap **Add Cellular Plan**

Add eSIM: Android

1. Go to **Settings > Connections**
2. Tap on **SIM card manager**
3. Tap **Add mobile plan**
4. Navigate to **Other ways to add plans**
5. Choose **Add** using QR code
6. Scan the provided QR code
7. Follow on-screen prompts

Once Complete

Use the steps for Activating SIM and eSIM for Astound Mobile

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4404