Failed Activation: Mobile Service Inactive

Before You Begin

Verify the following before moving forward

- eSIM / physical SIM inserted / activated
- Notification from Astound Mobile received
- **Service still isn't active**

Use the steps below to refresh the Astound Mobile signal

iPhone

1. Go to the **Home screen**
2. Tap **Settings** icon
3. Tap the **Airplane Mode** switch to **On**

4. Tap the Airplane Mode switch **Off** again

Android

1. Open the **Settings** app
2. Tap **Network & internet**
3. Tap the **Airplane Mode** switch to **On**
4. Tap the Airplane Mode switch **Off** again

Further steps

- If still unresolved, follow the article for Activation Troubleshooting for Astound Mobile

Online URL: https://agentx-astound-kb.hgsdigital.com/article.php?id=4407