Network Reset Astound Mobile

Network Reset Customer Steps

iPhone

1. Go to **Settings** > Tap **General** > Tap **Transfer or Reset** [Device]
2. Tap **Reset** > Tap **Reset Network Settings**

Android

1. Tap **Settings** > Tap **General Management**
2. Tap **Reset** > Scroll down to and tap **Reset network settings**
3. To confirm, tap **Reset settings**

Google Pixel

1. Open the **Settings** app
2. Tap **Advanced** > Tap **Reset options**
3. Tap **Reset Wi-Fi, Mobile & Bluetooth**

Network Reset from Reach Central

Before you begin, let the customer know

- This **resets all mobile devices** on the account
- This also **resets all of the customer's saved Wi-Fi networks** and **passwords** on **their mobile devices**
- Get a **good contact number** and give the customer **full instructions**
- If they are speaking/chatting with us on the **affected mobile device**, the **connection will be lost / disconnected**

Go to Reach Central

1. From the customer's account page, search for the **Quick actions** section (bottom)
2. Press **Network reset**
3. Press **Confirm** on the Confirmation screen pop up
4. A message screen pops up to tell you the Network reset request is received
5. Close the message screen to go back to the customer's account

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