

Resending the QR Code for Astound Mobile

QR Code Issues

QR code was never received, or if the customer claims they **did not** get the email

Verify email address given and have them check **their spam or trash folders** for the original email before proceeding

QR code can **only** be resent **after activation is complete**

QR Update

To complete activation, customers are guided directly into eSIM setup

The QR code is displayed within the activation flow (no email dependency)

Customers scan the code and continue activation without leaving the experience

Email delivery of the QR code remains available as a backup, but is no longer required.

If a customer cannot scan a QR code (for example, they do not have a second device or their device does not support QR scanning), a manual setup option is provided immediately during activation.

Manual setup allows customers to:

- Enter the provided setup details directly on their device
- Complete eSIM setup without scanning a QR code
- This option is surfaced in-flow so customers are not blocked if QR scanning is unavailable

In Reach Central

1. On the **Account Management** area (lower left), **verify the account is unlocked**

- If it is locked, [instruct the customer to unlock their mobile account](#)

- Customers must do this in their [Astound Mobile App](#)* or self care (my.astound.com). Agents are unable to do this through Reach Central. [Click here for these steps](#)

- **App version v1.0.95 or later. If the customer has an older version of this app, they need to update it*

- [Once the account is unlocked](#), click **Initiate Sim Swap** in the **Account Management** area
- Click [Generate One Time Password \(OTP\)](#) from the pop up window. This will [send an email](#) to the preferred email with the **One Time Password**

- [Enter the One Time Password \(OTP\) the customer provides](#)* and click **Confirm**

Note: This password is only active for 10 minutes

- If the *password is entered correctly*, a [Verification successful](#) message appears

2. Choose **eSIM to eSIM** and select a reason, enter the **ICCID**, and click **Confirm**

1. Select the **reason** and then Click on **Confirm**

1. A **new** QR Code will be **sent** to the customer

- eSIMs will be created and within minutes the customer should receive an email from XXX@astound.com to begin the activation process at My.Astound.com
- The customer will receive an email with the QR code [like this](#)

Online URL: <https://agentx-astound-kb.hgsdigital.com/article.php?id=4427>