

## TO ACTIVATE YOUR DEVICE & SERVICE

Follow the instructions outlined in the **SIM STARTER KIT** included in your package.

Online: [starterkit.gosmartmobile.com](http://starterkit.gosmartmobile.com)

Over the Phone: (855) 533-0444

You will need the following information:

- **SIM Card Number** (provided in the SIM STARTER KIT)
- **6-Digit Key** (Provided in the SIM STARTER KIT)
- **Phone IMEI** (provided on the phone box)

## PROMOTIONAL MONTH OF SERVICE

First month of service will automatically apply after activation is complete.

## TRANSFERRING AN EXISTING PHONE NUMBER

You must first activate your device with a new phone number (using the instructions outlined in the SIM Starter Kit). After activation is complete, **dial 611 from your GoSmart phone** to port an existing phone number with a live agent.

## CONTINUING SERVICE AFTER FREE MONTH

After your free first month of service – you will need to replenish your service through GoSmart

- Online: [www.gosmartmobile.com](http://www.gosmartmobile.com)
- Dial \*ADD (\*233) or 1-877-569-0321
- Purchase a GoSmart Refill Card at a retail location (see [www.gosmartmobile.com](http://www.gosmartmobile.com) for locations)

## HELPFUL HINTS

- **How do I know my phone is active?** You will receive a confirmation text message on your GoSmart device when activation is complete.
- **How do I insert my SIM card?**
  1. Remove back battery cover from your device.
  2. Remove battery (use the clear “pull” tab at the bottom of the battery).
  3. Punch the SIM card from the full-size plastic card included in your SIM Starter Kit. **NOTE:** Your device may use a smaller-sized SIM. You must punch the smaller-sized SIM card from the larger SIM card (perforation is provided).
  4. Insert the SIM card into the slot above where the battery is placed.
  5. Reinsert the battery and reattach the back battery cover.
- Porting or transferring your existing number to GoSmart may take several days to complete. You may be without service during this time. Some restrictions may apply.
- Additional taxes and fees may apply to any funds paid to GoSmart.
- No refunds on funds paid to GoSmart.
- Additional restrictions may apply.
- Claims for missing items must be made within **30 days** of receipt.



**Activation Support:** 1-855-838-2351  
(7am-10pm CST)

**Customer Service:** Dial 611 from your GoSmart Device

## THE WIRELESS CENTER

For questions or concerns regarding your order:

**call:** 1-888-238-0828

**email:** [wirelesscenter@simplywireless.com](mailto:wirelesscenter@simplywireless.com)