

Quick Start Guide

1. Activate

Activating a SIM card?

Whether you have your SIM card from your old device or got a new SIM card with your replacement device, first insert it in your replacement device and turn on the device. Then, **to activate it at no extra cost**, you can dial ***611 from a Metro phone** and follow the instructions. You can also visit **metrobyt-mobile.com**, log in to “My Account,” click on the line and device you’re activating, then select “Switch Devices” and follow the instructions. Have handy the SIM number and the device IMEI (located on the replacement box label) and follow the instructions.

Activating an eSIM?

- If you have more than one mobile device on your account, you can activate it at any time at **metrobyt-mobile.com/self-serve**. Select **My Account**, click on the line and device you’ll be activating the eSIM for, and follow the instructions. You’ll need access to one of the other devices on your account to verify your account info.
- If you have one mobile device on your account, simply dial ***611** from your Metro phone and follow the instructions to activate at no extra cost.

Keep in mind: If you’re calling from a non-Metro phone, dial **1-888-8metro8**. If you can’t receive a text message for account verification, visit any Metro store to activate your replacement phone.

Helpful tips:

If you misplace the prepaid shipping materials included with your replacement device, visit the FAQs section of **mymetroclaimpr.com** to find out how to obtain them again.

Let us know if your lost or stolen device is recovered. You’ll need to call Metro by

T-Mobile at **1-888-8metro8** to have it unblocked **before** you send it back to us.

If your replacement device is acting up, call us at **1-877-283-6532** within seven days of receiving it.

For the replacement device warranty information, visit **mymetroclaimpr.com/warranty**.

2. Download

Download the Metro Protection app to access all your protection plan details and coverage, file and track a claim, and more.



Metro Protection app

We'll help you set up your device.*

Scan the QR code to connect with an expert to set up your device or schedule a virtual appointment. Same-day appointments are available.



3. Return

Please **return your damaged device to us as instructed within 15 days of the date you receive your replacement**. Otherwise, you'll be charged an unrecovered equipment fee as indicated in your coverage documents.

But, before you do that, remember to:

- + Transfer the data you want and erase the rest.
- + Disable all security features to protect your personal information. Apple customers should refer to the additional instructions card to disconnect from iCloud/Find My. Scan the QR code to the right to watch a step-by-step video. 
- + Remove the SIM card if there is one.
- + Place your original device into the box we sent your replacement device in. Cushion and pack your device securely to prevent any damage during transit.
- + Seal the package securely with durable adhesive tape.
- + Complete the “From” section on the prepaid shipping label on the box. Mail your package using any USPS location.

*For Metro Complete Protection and Metro Advanced Protection customers only.



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