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| Which phones work with our nationwide 5G service? | Many newer phones are 5G-compatible, with even more devices on the way. Some examples include the Apple iPhone SE (3rd Generation) and the Google Pixel 6 Pro. For more 5G-compatible phones, check out our online phone store. And if you’d like to bring your 5G-capable phone to Mint Mobile, just make sure it’s unlocked and GSM compatible. |
| Can I get a new phone with Mint Mobile? | There aren’t many things you can treat yourself to that are as exciting as a new cell phone. And just because we don’t like locking you into long contracts here at Mint Mobile, doesn’t mean we don’t offer great deals on new phones. Whether you’ve been with Mint for a few years or you’re looking to join us for the first time and get a new phone while you’re at it, we have options for everyone. |
| What kinds of phones does Mint Mobile offer? | We carry the most popular models from Apple, Samsung, Google, OnePlus, LG, Nokia and more. We also know the camera is the most important phone feature for some people, while brand loyalty trumps anything else for others. Or maybe you’re on a budget but want that sweet, sweet 5G. The good news is we have something for everyone. |
| What if I need help setting up my new cell phone? | We’re definitely here to help. Chat with us 24/7 at mintmobile.com/chat or hit us up at 1-800-683-7392 (preferably from a different phone that you’re not trying to set up, obvs) between 5 am and 7 pm PT to have someone walk you through getting that new phone just how you like it. |
| How do I return a phone purchased from Mint? | Easy-peasy. Return your phone inside its original box with all the parts, accessories and documentation within 7 days of the original request. And if your new phone came damaged, please submit a return request within 3 days of the phone’s delivery. |
| Can I bring my current phone to Mint Mobile? | So you’re ready to ditch that big wireless bill but not quite ready to kick your phone to the curb with it? We get that. Today’s phones are built to last a lot longer than your patience with your big wireless carrier, and that’s why Mint Mobile lets you keep using your phone with our premium wireless service. It’s a feature we call Bring Your Own Phone (BYOP for short). |
| What about when I’m ready to upgrade my phone? | That wide variety of new cell phones for sale on our website is also available to existing customers ready to upgrade. If you prefer to upgrade your phone directly through the manufacturer or another third party, you’ll need to make sure your new phone supports our network first. Here’s a few things you should check for:  The phone needs to be GSM-network compatible  The phone needs to accept SIM cards (or support eSIM)  The phone must be unlocked  A phone that supports network bands 2, 4, 12 and 71 is ideal |
| Can I bring my current phone number to Mint Mobile? | Yes. To transfer your current phone number to Mint, simply select the option ‘Transfer My Number’ when you activate your plan.  Here are a few things you will need from your old carrier:  Your current account number. This can be found on your billing statement, or just hit them up to get it  The corresponding password, pass code or PIN or Number Transfer Pin. You can find out what you need based on your specific carrier in our A to Z list.  The billing address associated with the account |
| How do I unlock my phone? | An unlocked phone is a phone that isn’t tied to a specific carrier’s network. To bring your own phone to Mint, you need an unlocked phone. To unlock your phone, you’ll most likely need to contact your current carrier so they can unlock it for you. If it hasn’t been paid off, you will probably need to do that first. |
| How do I activate on iPhone? | Ready to activate your new Mint Mobile plan with iPhone? Use our helpful guide with our customizable, step-by-step instructions and how-to videos.  Link:<https://www.mintmobile.com/how-to-activate-your-mint-mobile-plan> |
| How do I activate on Android? | Ready to activate your new Mint Mobile plan with your Android? Use our helpful guide with our customizable, step-by-step instructions and how-to videos.  Link:<https://www.mintmobile.com/how-to-activate-your-mint-mobile-plan> |
| What can I do if I receive a defective phone? | If knocking on wood when you hit “buy now” doesn’t work, just visit https://www.mintmobile.com/return-policy/ and fill out the refund request form. From there, our Care Team will make things right. |
| How do I activate Mobile hotspot on iPhone? | Open the Settings App  Select Cellular Data  Tap Personal Hotspot  Slide to ON  (opt.) Slide Others to Join to ON |
| How do I activate mobile hotspot on an android device? | \*These are instructions for Android 10 OS devices and up. For device-specific information, give Google search a try.  Open the Settings App  Select Network & Internet  Tap Hotspot & Tethering  Choose Wi-Fi Hotspot  Slide to ON  (opt.) Choose Hide my Device  Once activated, go to the Wi-Fi settings of the device you want connected to the mobile hotspot. Locate the name of your phone’s network (i.e. HANDS OFF!), and enter the given passcode to connect your device. Voila. The world is your oyster, er…office.  Now that you got the basics down, read on for more helpful tips from our most frequently asked mobile hotspot questions: |
| Do all Mint Mobile plans include mobile hotspot? | Yep. All plans include the mobile hotspot feature at no extra charge. The data you use just pulls from your monthly 5G • 4G LTE amount. All you need is a hotspot capable phone. Reminder: mobile hotspot is limited to 10GB for Unlimited plans. |