

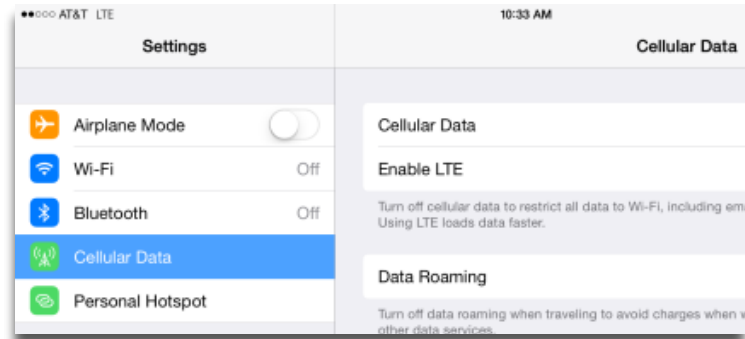
Removing a SIM card with a deactivated cellular service account (Apple Device)

This scenario may occur when a device previously belonged to a different owner. Cellular service is provided by a mobile carrier such as TMOBILE, AT&T, VERIZON, ETC. If the device does not have an active cellular service account, it may be beneficial to remove the SIM card.

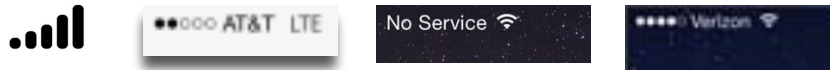
Not all devices have cellular capabilities. To check if your device does, go to Settings> Cellular data.

If this option does not appear, your device may not have cellular data capabilities.

The name of a cell service provider may also appear on the info bar.



Some of the info that might appear could be a cell signal bar or the words "No Service"



To locate the SIM card tray, first make sure to remove any protective case. If your device is in a case which is difficult to remove, visiting an apple store or provider retail store may be beneficial.

The Sim card tray is subtle cut out with a small pin hole which is usually located on a side or the top of a device. The tray can be opened when a pin is pushed hard into the pin hole. Some devices include a pin extractor in the original packaging. If you do not this handy, alternatives could be an earring stud or a paper clip.

SIM card tray



SIM card pin extractor and common alternatives

