

Congrats on your new Verizon Business Complete device. Let's get started.



New line?

Turn on your device and follow the on-screen instructions to activate your phone and use your Verizon service.



Power on
your device



Connect to
Wi-Fi



Follow on-screen
instructions to activate



Upgrading your device?

Please follow these steps carefully to avoid service disruption.



If you are activating the device on behalf of a team member, please alert them before you start.



1. **Ensure you have both the old and new devices with you**
2. Turn on your new device and follow the activation instructions
3. For smartphone activations, Verizon will send a secure link or code to your old device, which you will need in order to complete activation of your new device

Prefer a visual walkthrough?

Watch our step-by-step activation video [here](#).



Congratulations. Your device is now active.



In the unlikely event your activation does not complete, call us at 1-877-807-4646. To secure your account, a company Admin will need to be available for the phone call.



Verizon Business Complete Post-Activation Support

Verizon Business Complete includes access to 24/7 live tech support. Call 1-888-655-7443 from your activated Verizon Business Complete phone to get started.

* If you complete activation instructions and your phone is not showing service, follow these instructions to reset network service

- For Apple devices, go to Settings → Cellular → Add eSIM

- For Samsung devices, go to Settings → Connection → SIM Manager → Add eSIM