

Activate a FirstNet non-capable device on FirstNet

You can install a FirstNet SIM card into a FirstNet non-capable device to access the FirstNet core network. Your FirstNet SIM card is pre-activated when you order a new device and a new line of service. If you port over your current device, or if you upgrade your device, you need to manually activate your FirstNet SIM card. If you need help, call FirstNet Customer Support at 800.574.7000.

After you install the card, your device will work only on FirstNet—a high-speed, highly secure wireless communications platform built exclusively for first responders.

[Before you begin](#)

[Activate your current device on the FirstNet network](#)

Before you begin

Make sure you don't lose saved voicemail or contacts when you activate your device on FirstNet. Before you activate it:

- Transfer your important data and contacts from your old SIM card to your new device.
- Check whether you're upgrading to a device that has Visual Voicemail. If your current device doesn't have that feature, review all new and saved voice messages in your current voicemail box. Those voice messages won't be available after you activate a device that has Visual Voicemail.

Activate your current device on the FirstNet network

If you have a FirstNet non-capable device, follow these steps:

1. [Get a FirstNet SIM card](#), if you don't already have one.
2. [Activate your FirstNet SIM card](#).
3. [Update the device operating system](#).
4. [Unlock your device](#), if necessary.
5. Power your device off.
6. Remove the current SIM card from your device.
7. Insert the activated FirstNet SIM card, and then power the device on. It automatically connects to FirstNet.
8. [Verify your device has been properly activated](#) on the FirstNet network.
9. [Configure wireless access options](#).

[Top](#)

July 16, 2018

Get a FirstNet SIM card

To use your device on FirstNet, you need a FirstNet SIM card. Here's how you can get one:

- Go to your local AT&T store and pick one up.
- Call FirstNet Customer Support at 800.574.7000.
- Order one online with your purchase of a FirstNet Capable device. FirstNet SIM cards aren't available separately online.

[Top](#)

Activate your FirstNet SIM card

To activate your FirstNet SIM card, you'll need the device IMEI number, the SIM card number, and your billing or shipping ZIP Code.

1. Call ***#61#** from your device. Note the IMEI number that appears on the screen.
2. Go to [FirstNet.com/activate](https://firstnet.com/activate). The Activate your AT&T wireless devices(s) page opens.
3. Enter the wireless number and ZIP Code for the device, and then click **Continue**.
4. To confirm your activation, click **Submit**.

For help, you can:

- Call us at 800.574.7000.
- Bring your device to an AT&T store.

[Top](#)

Update your operating system

Your FirstNet SIM card may not work with the operating system version that's currently installed on your device. Check that you have the latest version and update your device, if necessary. Look for available firmware updates on the manufacturer's website, and follow the directions provided there.

[Top](#)

Unlock your device

You may need to unlock your device before you install a FirstNet SIM card. Follow these steps:

1. Get the unlock code from the original provider.
 - If your device is from AT&T, go to [Att.com/deviceunlock](https://att.com/deviceunlock).
 - If your device is not from AT&T, call the original provider to get the unlock code.
2. Power your device off.
3. Remove the current SIM card from your device.
4. Insert the activated FirstNet SIM card.
5. Power your device on.
6. When prompted, enter the unlock code. If you don't receive a prompt, your device is already unlocked.

- If you've updated the operating system, your device automatically connects to FirstNet.
- If you haven't updated your operating system, connect to Wi-Fi and update it now.

[Top](#)

Verify your device is active on the FirstNet network

When your device is activated on the FirstNet network, you'll see **FirstNet** next to the signal strength bars on the device. FirstNet will also be indicated in Carrier settings.

[Top](#)

Configure wireless access options

Set the wireless network access options (sometimes referred to as access point names (APNs)) for FirstNet. If your organization uses custom wireless access options, make sure that they're supported by FirstNet. Ask your administrator for the necessary information.

Set up access options manually

These are the typical steps for changing access option settings. Steps for your device may vary. Refer to your device's instruction manual for the exact steps.

1. Go to the APN configuration setting screen on your device.
2. Set the new FirstNet APN as the default, or primary, APN.
3. Enter the following settings:
 - Data-only devices
 - o **Profile Name:** FirstNet-Broadband
 - o **Access Point Name:** firstnet-broadband
 - Smartphones
 - o **Profile Name:** FirstNet-phone
 - o **Access Point Name:** firstnet-phone
 - Smartphone with hotspot
 - o **Profile Name:** FirstNet-hotspot
 - o **Access Point Name:** firstnet-hotspot
4. Leave other options blank.

[Top](#)