



Activate a wireless device

This topic describes how to activate a new or upgraded wireless device.

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Before you activate

Before you activate your device, make sure you have the following information, which you can find in the materials that came with your order:

- **Device IMEI number**—To find this, turn on the device, and then press ***#06#**. The IMEI number appears on the device's screen. Or, remove the battery, and look for the device's IMEI number printed on a sticker.
- **SIM card number**—To find this, follow the instructions below.
 - For Apple® iPhones®: Tap **Settings**, tap **General**, and then tap **About**. The number appears to the right of **ICCID**.
 - For all other devices: Check your owner's manual to see if your device lists the SIM card number in a menu. If it doesn't list it, do the following:
 - a. Remove the battery cover from the back of your device.
 - b. Remove the battery.
 - c. Carefully remove the SIM card.
 - d. On the front of the SIM card you'll see a 19- or 20-digit number. This is the SIM card number.

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Activate online

To activate your device online, visit the [Online Activation Portal](#). You'll need the wireless number you want to activate and the billing or shipping ZIP Code for the order.

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Activate a new or upgraded device

To ensure you don't lose saved voicemail or contacts when you activate your upgraded device, follow these guidelines:

- Copy all the contacts from your old SIM card using the [Mobile Transfer Tool](#).



- If the device you're upgrading to has the Visual Voicemail feature, and your current device does not, review all new and saved voice messages in your current AT&T voicemail box before you activate your new device. The voice messages in your current voicemail box won't be available after you activate a device that has the Visual Voicemail feature.

Activate an upgraded device

1. On the Premier homepage, from the **I want to list** on the taskbar, click **Activate device**.
2. Enter your wireless number, and then click **Go**.
3. Click **Yes** if the device IMEI and SIM card number displayed matches your device. If the device IMEI and SIM card number do not match your device, click **No**.
Note: If you're having trouble verifying the information, call Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.
4. Confirm your activation by clicking **Submit** when prompted.
5. To activate another device, select the option to **Activate Another Device** after your request is complete.
6. Copy all the contacts from your old SIM card using the [Mobile Transfer Tool](#).
7. Copy your contacts from the new SIM card to the new device.

If you can't activate your device on the [Online Activation Portal](#), contact Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.

Activate a LaptopConnect card

1. Follow the instructions provided with your LaptopConnect card to:
 - Install the AT&T Communication Manager software on your computer.
 - Insert the SIM card into the LaptopConnect card.
2. Insert the LaptopConnect card into your computer. After your device installation is complete, service will activate within three hours.

If you can't activate your device, contact Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.

Install a SIM card

Most new devices arrive activated with the SIM card installed. However, if you receive a device that doesn't already have the SIM card installed, do the following:

1. Insert the SIM card and battery in the new device, and then charge the device by following the instructions in the user manual.
2. After the device is fully charged, turn it on.
3. Make a test call. If the call is successful, activation is complete. If service does not activate within 15 minutes, wait 3 hours, and then contact Premier Support.

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Contact Premier Support

If you can't activate your device on the [Online Activation Portal](#), contact Premier Support at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. Eastern Time.

Be prepared to provide the following information:

- Wireless number
- Premier order ID (emailed to you at the time of your order)
- SIM card number (19 or 20 digits)
- Device IMEI (serial) number (15 digits)
- Account holder's Social Security Number or Federal Tax ID Number (Employer Identification Number)
- Account holder's billing or shipping ZIP Code

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