

Activate a FirstNet® SIM card and install it in an Apple device

To access all the benefits of FirstNet, you need a FirstNet SIM card and a FirstNet Ready™ device. Your FirstNet SIM card is pre-activated when you order a new phone and a new line of service. If you port (transfer) your phone number to a new line of service or upgrade your device, you need to manually activate your FirstNet SIM card. For help with activation, call FirstNet Customer Service at 800.574.7000.

After you install an activated FirstNet SIM card, your device will work only on FirstNet—a high-speed, highly secure wireless communications platform built exclusively for first responders. For orders placed online, through FirstNet Customer Service, or through your FirstNet Account Team, the FirstNet SIM card will be delivered pre-inserted in the device.

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Before you begin

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

- 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 a new Apple device

If you have a new FirstNet Ready Apple® device, follow these steps:

1. [Get a FirstNet SIM card](#), if you don't already have one.
2. [Activate your FirstNet SIM card](#).
3. Insert the activated FirstNet SIM card in to your device. For orders placed online, through FirstNet Customer Service, or through your FirstNet Account Team, the FirstNet SIM will be delivered pre-inserted in the device.
4. Verify the device operating system is iOS 11.3 or later.
5. Power the device off and on. The device automatically connects to FirstNet.
6. [Verify your device is activated](#) on the FirstNet network.
7. [Configure custom wireless access options](#), if necessary.

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Activate your current Apple device on the FirstNet network

If you have an existing FirstNet Ready Apple device (with an active AT&T SIM card) or you're migrating from another wireless service, follow these steps:

1. [Get a FirstNet SIM card](#), if you don't already have one.
2. [Verify your device is FirstNet Ready](#).
3. [Activate your FirstNet SIM card](#).
4. Verify the device operating system is iOS 11.3 or later.
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 custom wireless access options](#), if necessary.

Get a FirstNet SIM card

To use your device on FirstNet, you need a FirstNet SIM card. You can get one in any of these ways:

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

Verify your device is FirstNet Ready

To verify your current device is FirstNet Ready, follow these steps:

1. Tap **Settings**, tap **General**, and tap **Regulatory**. Note the model number that appears.
2. Go to firstnet.com/devices, select your device name, and compare the model number listed there to the model number on your device.
 - If the model numbers match, your device is FirstNet Ready.
 - If the model numbers don't match, your device isn't FirstNet Ready.

Activate your FirstNet SIM card

Before installing a FirstNet SIM card in a device, you need to activate it. Make sure you have the device IMEI number and the SIM card number, and then do 1 of these things:

- Activate it yourself at firstnet.com/activate.
- Call FirstNet Customer Service at 800.574.7000. You'll need to provide your device IMEI number.
- Bring your device to an AT&T retail store and ask for assistance.

Note: If you order a new device with a new line of service, you'll receive a FirstNet SIM card that's already activated. If you need help, contact your FirstNet Specialist or your administrator.

Verify your device is active on the FirstNet network

1. Tap **Settings**, tap **General**, and then tap **About**.
2. View **Carrier**. If the value shows "FirstNet xx.x," your device has been provisioned correctly. If you see any other value, call FirstNet Customer Service at 800.574.7000.

When your device is activated on the FirstNet network, you'll see **FirstNet** next to the signal strength bars on the device.

Configure custom wireless access options

You may need to configure custom wireless network access options on your Apple device. If your device is FirstNet Ready and you have a FirstNet SIM card, these options are configured automatically.

If you need to manually configure wireless access options, make sure your organization uses them, and that they're supported by FirstNet. You can then set them up from your device.

Note: If you need a custom wireless access option, ask your administrator for information. These options are sometimes referred to as access point names (APNs).

Set up access options on an Apple device

These are the typical steps for changing access option settings on an Apple device. Steps for your device may vary. Make sure your account is still provisioned for the default APNs or you'll lose access to some services.

1. Create a configuration profile that sets the Long Term Evolution (LTE) Attach APN or Main Data APN to the APN of your choice.
Note: A configuration profile is an XML file. It includes certain values that modify the iPhone or iPad configuration.
2. Load the configuration profile using email or a mobile device management solution.
Note: We don't recommend using websites that send you this profile. They may include malware that can harm your device.

If you have any questions about this procedure, contact your FirstNet Specialist.