FIRSTNET
Built with AT&T

Activate a FirstNet SIM card and install it in an Android device

To access all the benefits of FirstNet, you need a FirstNet SIM card and a FirstNet Capable device. Your FirstNet SIM card is pre-activated when you order a new line of service. If you port over 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, you can call FirstNet Customer Support 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.

Before you begin
Activate a new Android device
Activate your current Android 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 a new Android device

If you have a new FirstNet Capable Android device, follow these steps:

1. Get a FirstNet SIM card, if you don't already have one.
2. Verify your device is FirstNet Capable.
3. Activate your FirstNet SIM card.
4. Insert the activated FirstNet SIM card. Power the device on and proceed through the initial setup.
5. Update the device operating system to iOS 11.3 or later.
6. Unlock your device, if necessary.
7. Power the device off and on. The device automatically connects to FirstNet.
8. Verify your device has been properly activated on the FirstNet network.
9. Configure custom wireless access options, if necessary.

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Activate your current Android device on the FirstNet network

If you have an existing FirstNet Capable Android device (with an active AT&T SIM card), or if 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 Capable.
3. Activate your FirstNet SIM card.
4. Update the device operating system to iOS 11.3 or later.
5. Unlock your device, if necessary.
6. Power your device off.
7. Remove the current SIM card from your device.
8. Insert the activated FirstNet SIM card, and then power the device on. It automatically connects to FirstNet.
9. Verify your device has been properly activated on the FirstNet network.
10. Configure custom wireless access options, if necessary.

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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.

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Verify your device is FirstNet Capable

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

1. Tap **Settings**, tap **System**, and then tap **About Device.** 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 Capable.
   – If the model numbers don't match, your device isn't FirstNet Capable. For activation instructions, see Activate a FirstNet non-capable device.

Note: We highly recommend that you purchase a FirstNet Capable device. You can access FirstNet with a non-capable device, but you may not have access to all the FirstNet features. For example, priority and preemption are not available on a non-capable device.

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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, then do 1 of these things:

- Activate it yourself at firstnet.com/activate.
- Call FirstNet Customer Support at 800.574.7000. You'll need to provide your device IMEI number.
- Bring your device to an AT&T 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 the administrator for your organization.

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Update your operating system

To make your device FirstNet Capable, you may need to update your operating system.

Determine if you need to update your operating system

1. Go to att.com/softwareupdates. Note the current software version for your device.
2. Tap **Settings**, tap **System**, and tap **About device**.
3. Scroll down and tap **Android version**.

Update the operating system on your Android device

1. Connect your device to Wi-Fi®. Your device must be connected to Wi-Fi to get software updates.
2. Tap **System updates**.
3. Follow the prompts to complete the update.
   Note: Some devices may require a series of updates to make them FirstNet Capable.

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Unlock your device

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

1. Call ***#61#** from your device. Note the IMEI number that appears on the screen.
2. Get the unlock code from the original provider.
   - If your device is from AT&T, call us at 800.574.7000, provide your device IMEI number, and request a device unlock code. You can choose to receive the code by email or text.
   - If your device is not from AT&T, call the original provider to get the unlock code.

3. Remove the current SIM card from your device.
4. Insert the FirstNet SIM card.
5. When prompted, enter the unlock code. If you don't receive a prompt, your device is already unlocked.

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- 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.

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Verify your device is active on the FirstNet network

1. Tap **Settings**, tap **System**, and then tap **About device**.
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 Support 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.

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Configure wireless access options

You can configure custom wireless network access options on Android devices. If your device is FirstNet Capable and you have a FirstNet SIM card, these options are automatically configured.

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 Android device

Here are typical steps for changing access option settings on an Android device. Steps for your device may vary.

1. From the home screen, tap **Settings**.
2. Tap **More**.
3. Tap **Mobile networks**.
4. Tap **Access Point Names**.
5. To add a new APN, tap the plus (+) icon.
6. In the **Name** field, enter the APN information, and then tap **OK**.

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