

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 Capable device. Your FirstNet SIM card is pre-activated when you order a new phone and 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.

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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:

- 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 Capable 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. Power the device on and proceed through the initial setup.
4. [Update the device operating system](#) to iOS 11.3 or later.
5. Power the device off and on. The device automatically connects to FirstNet.
6. [Verify your device has been properly 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 Capable 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 Capable](#).
3. [Activate your FirstNet SIM card](#).
4. [Update the device operating system](#) to 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.

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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 **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 Capable.
 - If the model numbers don't match, your device isn't FirstNet Capable. For activation instructions, go to [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, and 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 device's operating system

1. Go to att.com/softwareupdates. Note the current software version for your device.
2. Tap **Settings**, tap **General**, and then tap **About**.
3. Look for the version of the iOS running on your device. The device must have iOS 11.3 or higher to use a FirstNet SIM card.

Update the operating system on your Apple device

1. Connect your device to Wi-Fi®. Your device must be connected to Wi-Fi to get software updates.
2. Tap **Settings**, tap **General**, and then tap **Software Update**.
3. Tap **Install Now**.
Note: Tap **Continue** or **Cancel** if you see a message asking whether you want to temporarily remove apps to create more space for the update. When the update is complete, the apps will automatically be reinstalled.
4. If prompted, enter your passcode.
Note: Some devices may require a series of updates to make them FirstNet Capable.

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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 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 custom wireless access options

You may need to configure custom wireless network access options on your Apple device. If your device is FirstNet Capable 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

Here are 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.

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