SIM/eSIM Setup Guide for Windows

March 2025
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DELL Technologies

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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1

Introduction and pre-requisites

You can connect to the Carrier or mobile network service using either a SIM installed in your computer or an embedded SIM (eSIM) that requires an eSIM profile to be sent over the Internet to your device. Some recent Dell computers may provide you with the choice of both, however, only one may be active at any one time.

The following are pre-requisites to install a SIM or eSIM card in your computer:

- **Computer**: The computer must be configured with a modem, sometimes referred to as a WWAN module.
- **Operating system**: Your computer must be running either Windows 10 or Windows 11, though these instructions refer only to Windows 11.
- **Driver installation**: Ensure that all drivers are up to date, particularly for the WWAN module.
- **Internet connection**: An Internet connection is required to download drivers or perform the eSIM activation process.

Differences in terms used in Windows

Depending on your English language settings, there may be differences in how the mobile network service is described in Windows.

In U.S. English, the term, Cellular, is used.

In other English language settings (for example U.K. English), the term, Mobile, is used.

These differences are noted in the procedures that follow and shown as Cellular* and Mobile**.

2

Install a SIM card and connect the computer to the Carrier or mobile network service

WARNING: Before performing any of the steps, read and follow the safety information that is shipped with your computer.

Locating the SIM-card slot

Most Dell laptops have a SIM-card slot that is on the back or on one of the sides of the product. Some models have a SIM-card slot that is located inside the device as the SIM card is rarely changed in these products. For the location of the SIM-card slot, see the Owner's Manual or Service Manual for your computer at the Dell Support Site.



Figure 1. Example 1 - SIM-card slot location



Figure 2. Example 2 - SIM-card slot location

Removing the SIM-card tray from the computer

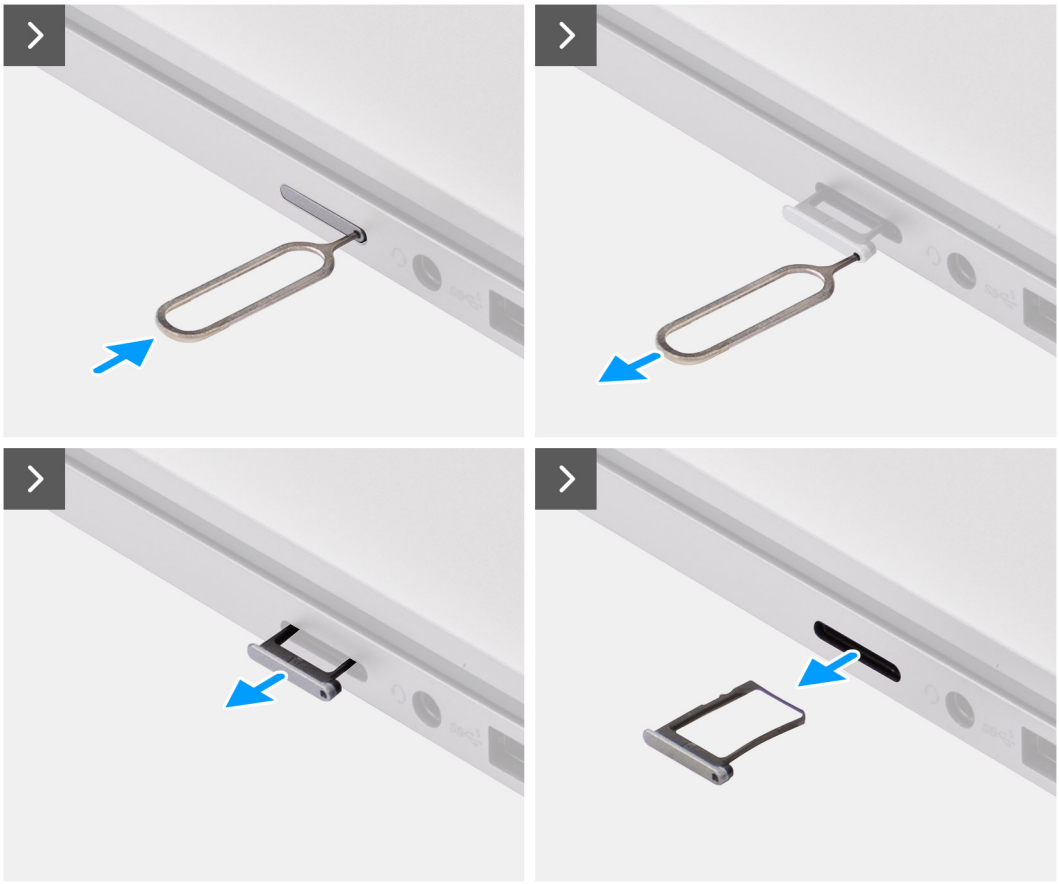

Figure 3. Removing the SIM-card tray from the computer

1. Insert a pin into the release hole of the SIM-card tray and push inward until the tray is released.
2. Slide the SIM-card tray out of the slot in the computer.

Installing the SIM card into the computer

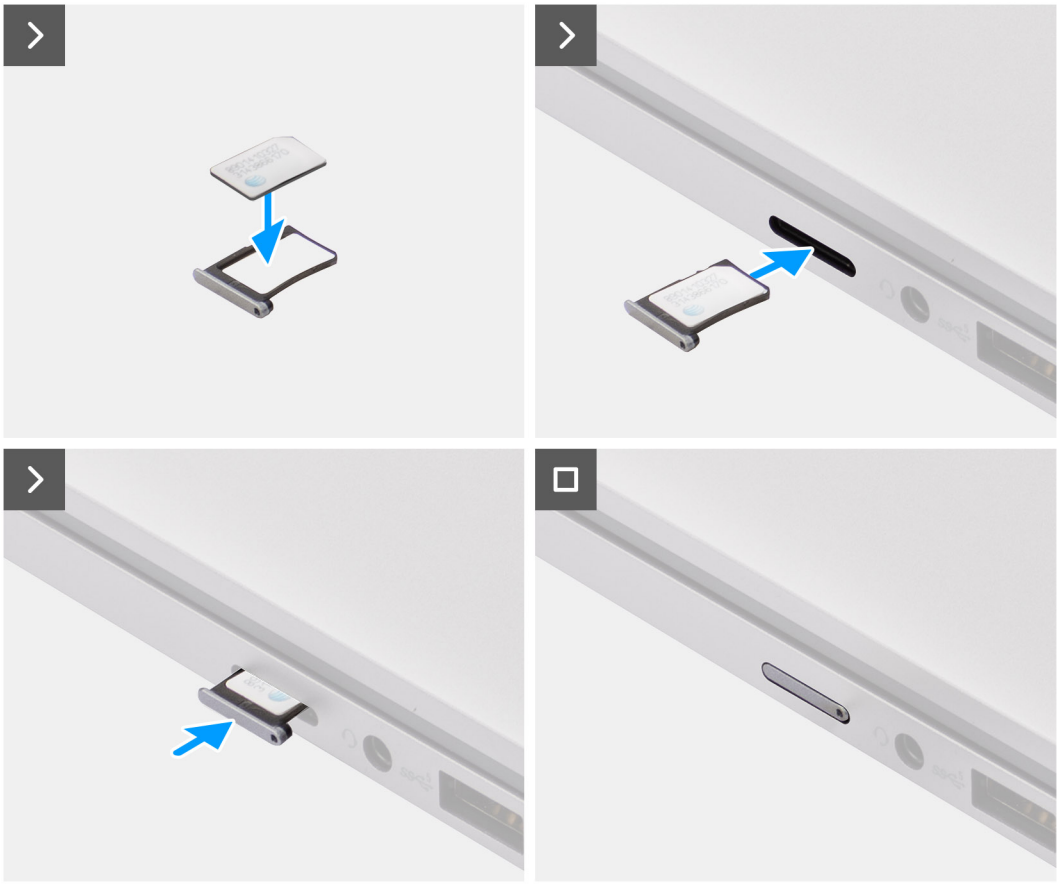

Figure 4. Installing the SIM card into the computer

1. Align the SIM card with the notch on the SIM-card tray, placing it flat into the tray.

   NOTE: Ensure that the SIM card lies flat in the tray, as this ensures that the connectors on the SIM-card are facing the correct direction.

2. Carefully insert and push the SIM-card tray into its slot on the computer.

Connecting the computer to the Carrier or mobile network service

1. In Windows, select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** to check the connection to the Carrier or mobile network service.
2. Check that **Cellular*** or **Mobile**** is **On**.
3. Check that **Use this SIM for cellular*** or **Use this SIM for mobile**** is set to **SIM**.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

NOTE: If you are unable to connect to the Carrier or mobile network service, see the Troubleshooting connectivity issues using cellular settings section.

NOTE: A firmware update of the computer's WWAN module may be required to ensure compatibility with the Carrier or mobile operator's network. If this happens, you see notification similar to that shown below – Do not reboot, restart, or turn off the computer while the firmware is being downloaded or installed.

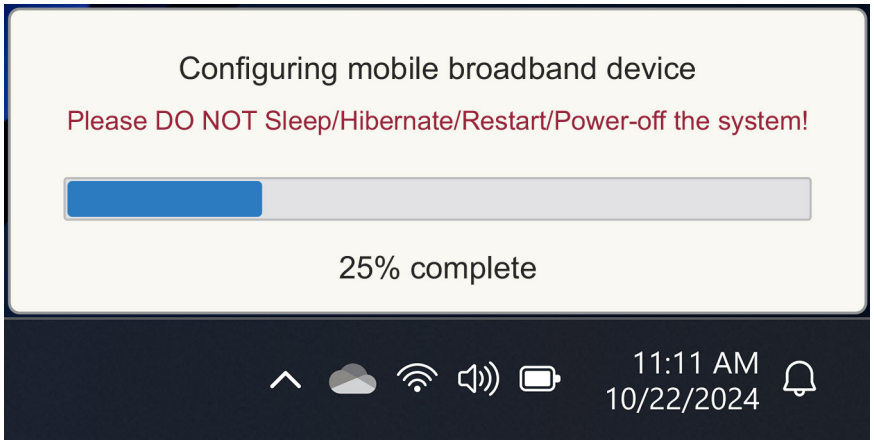

Figure 5. Notification when updating the computer's WWAN module firmware

3

Connect to the Carrier or mobile network service with eSIM

This section describes how you use an embedded SIM (eSIM) to download a SIM profile sent over the Internet to your device to obtain Carrier or mobile service. Some recent Dell computers may contain an embedded SIM (eSIM).

Obtaining an eSIM profile from a Carrier or mobile operator

There are four methods to obtain an eSIM profile from a Carrier or mobile operator.

Click one of the following methods for instructions on how to obtain the eSIM profile.

- Mobile Plans: Mobile Plans is a Windows-based application where the user can choose, pay, and download an eSIM profile.
- QR or activation codes sent by the Carrier or mobile operator:
  1. The Carrier or mobile operator sends the user a QR code or activation code.
  2. The user then enters the activation code or uses the computer's camera to read the QR code and download the eSIM profile.
- Searching a profile using a Discovery (SM-DS) Server:
  1. The Carrier or mobile operator notifies Windows of a new profile.
  2. Windows automatically checks upon first boot, or users can manually check for updates.
- Your organization obtains eSIMs in bulk from your Carrier or mobile operator:
  1. The company purchases eSIM profiles in bulk from your Carrier or mobile operator.
  2. It then uses a management system to download the eSIM profiles.

The customers have to contact the Carrier or mobile operator to find out which eSIM profile download options are available.

NOTE: A Wi-Fi or ethernet connection is required before a user can use **Mobile Plans** to obtain an eSIM profile.

Using Mobile Plans

In Windows, select **Start** > **All Apps** > **Mobile Plans** to start the Mobile Plans application.

NOTE: You can also download **Mobile Plans** from the Microsoft Store.

NOTE: Initially, only Carriers or local mobile operators are shown based on the computer location settings. The user also has the option to select their country from the drop-down list or select **Show all Carriers*** or **Show all operators**** to show all available Carriers or mobile operators in Mobile Plans.

Once a Carrier or mobile operator is selected, the Carrier or mobile operator website opens, and the user has to:

1. Set up a new account by providing information such as name, email, and a password, or log in with existing account details. Further user verification may be needed based on the Carrier or mobile operator chosen.
2. Choose a plan (for example, a single country plan or a multiple country plan) specifying the amount of data and the duration of the plan.
3. Complete the payment for the selected plan.

NOTE: Mobile Plans downloads the eSIM profile directly to the computer and then updates the network settings to connect to the Carrier or mobile operator's network after the payment is completed.

Select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** to check the connection to the Carrier or mobile operator.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

NOTE: Ensure that **Cellular*** or **Mobile**** is **On** and **Use this SIM for cellular data*** or **Use this SIM for mobile data**** is set to **eSIM**.

NOTE: A firmware update of the computer's WWAN module may be required to ensure compatibility with the Carrier or mobile operator's network. If this happens, you see notification similar to that shown below – Do not reboot, restart, or turn off the computer while the firmware is being downloaded or installed.

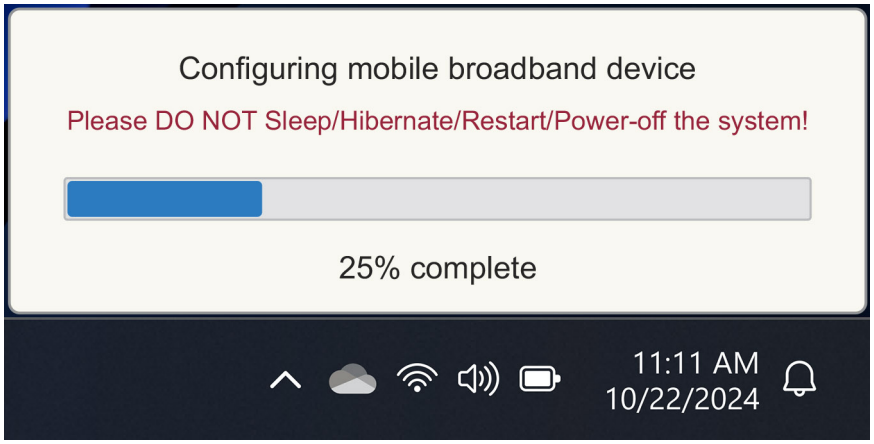

Figure 6. Notification when downloading the firmware

See the Troubleshooting section for SIMs and eSIMs if you encounter any issues.

Using QR or activation codes sent by the Carrier or mobile operator

The Carrier or mobile operator sends a QR code or activation code over email. You can then scan the QR code using the computer's camera.

Table 1. Example of a QR code/activation code

Example of a QR code	Example of an activation code
	LPA:1$smdp-plus-0.vb.vd.kigen.com$AEBE4387-0FFB-3720-64EC-221527C7592D

Follow the steps to add an eSIM profile:

1. Select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile****.
2. Ensure **Cellular** is set to **On** and **Use this SIM for cellular data*** or **Use this SIM for mobile data**** is set to **eSIM**.
3. Scroll down and click **eSIM profiles**.
4. Click **Add profile**.
5. Select **Let me enter an activation code that I have from my mobile operator** and click **Next**.

   The camera turns on.

6. Scan the QR code.

   NOTE: Once the QR Code has been read, Windows briefly enters the link prompt. Depending on your Carrier or mobile operator, there might be an additional screen before the eSIM profile is downloaded.

7. If you have downloaded multiple eSIM profiles, then you must choose which one to use.

   Go to **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and click **eSIM profiles**.

8. Select the name of the eSIM profile and click **Use**.
9. Ensure **Cellular*** or **Mobile**** is **On** and **Use this SIM for cellular data*** or **Use this SIM for mobile data**** is set to **eSIM** to check connection to the Carrier or mobile operator.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

NOTE: A firmware update of the computer's WWAN module may be required to ensure compatibility with the Carrier or mobile operator's network. If this happens, you see notification similar to that shown below – Do not reboot, restart, or turn off the computer while the firmware is being downloaded or installed.

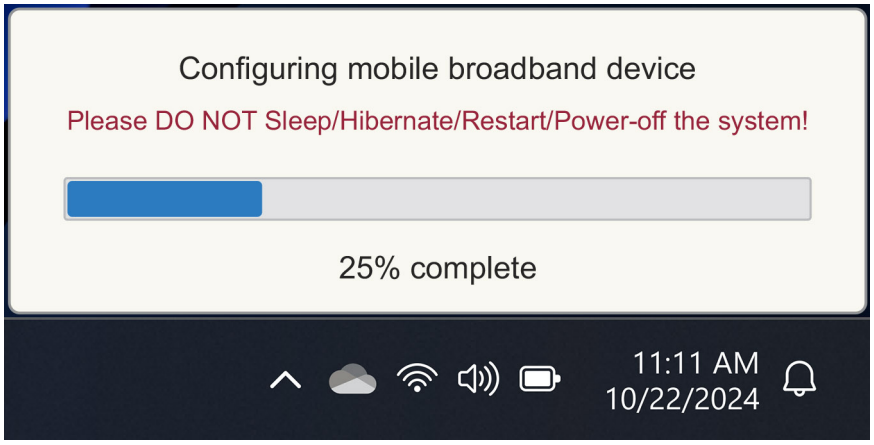

Figure 7. Notification when downloading the firmware

For more information about how to add an eSIM profile, search for available profiles, use an activation code, or connect to cellular data using an eSIM profile, see Use an eSIM to get a cellular data connection on your Windows PC.

Searching for a Profile using a Discovery (SM-DS) Server

A Carrier or mobile operator can place a notification that an eSIM is ready to download on a Discovery (SM-DS) Server. In the Out of the Box Experience (OOBE) when Windows starts up for the first time, Windows automatically:

1. Lists out the common Discovery Servers at the **Let's connect you to a network** page.
2. If an eSIM profile exists, Windows downloads the eSIM Profile and uses the eSIM Profile to connect to the Carrier or mobile operator's network.

For more information about how to connect the eSIM profile, see Use an eSIM to get a cellular data connection on your Windows PC.

Follow the steps to search for a profile using the Discovery (SM-DS) Server:

1. Select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** to check the connection to the Carrier or mobile operator.
2. Ensure **Cellular*** or **Mobile**** is **On** and **Use this SIM for cellular data*** or **Use this SIM for mobile data**** is set to **eSIM**.
3. Scroll down and click **eSIM profiles**.
4. Click **Add profile**.
5. Select **Search for available profiles**.

   NOTE:

- If no profiles are found, a generic error message `Something went wrong` is shown. While it instructs you to contact your mobile operator, it could also be that you do not have connectivity to the Discovery Server.
- If a profile is found, then it gets downloaded.

6. If you have downloaded multiple eSIM profiles, then you must choose which one to use.

   Go to **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and click **eSIM profiles**.

7. Select the name of the eSIM profile and click **Use**.

   NOTE: A message is displayed: This uses cellular data from your data plan and incur charges. Do you want to continue?"

8. Click **Yes** to continue.
9. Select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** to check connection to the Carrier or mobile operator.

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** In other English language settings (for example U.K. English), the term, Mobile, is used.

NOTE: A firmware update of the computer's WWAN module may be required to ensure compatibility with the Carrier or mobile operator's network. If this happens, you see notification similar to that shown below – Do not reboot, restart, or turn off the computer while the firmware is being downloaded or installed.

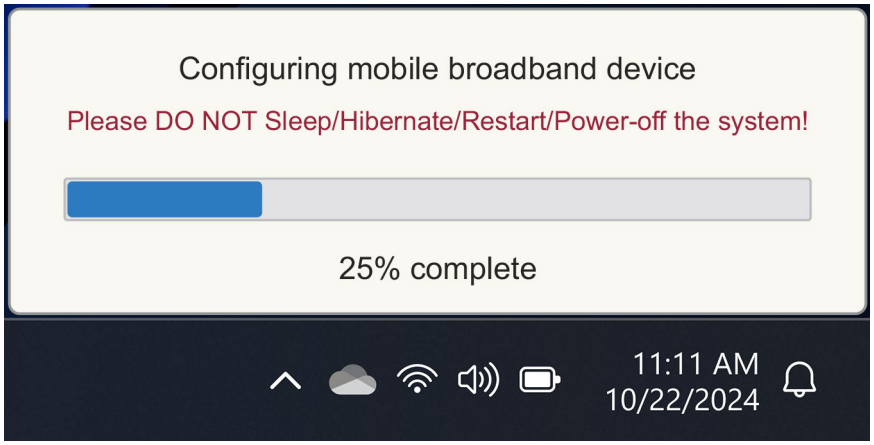

Figure 8. Notification when downloading the firmware

Windows is configured by default to use the GSMA Discovery Server that is internationally recognized and independent of any specific Carrier or mobile operator. Dell Technologies, in addition, configures some additional well-known Discovery servers.

However, some Carriers or private network operators use their own Discovery (SM-DS) Servers, and in such cases, you have to manually change the address.

To manually change the address, go to **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile****. Then select **eSIM Profiles** > **Default SM-DP server address** and then click **Edit.**

The address can be a DNS name or an IP address. You can also delete the address by clicking the **X** in the dialog box and click **Save** .

You then have to manually follow the Steps 1 to 9 to check the new Discovery (SM-DS) server address for an eSIM profile.

NOTE: You can also use **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile****. Then select **eSIM Profiles** > **Default SM-DP server address** to manually search an SM-DP+ for your eSIM profile too.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

Your organization obtains eSIMs in bulk from your Carrier or mobile operator

If you are an organization with many laptops to connect to a Carrier's network, it is easier for the Carrier or mobile operator to receive a file with all the necessary information to build the individual eSIMs for each computer.

This file usually contains the IMEI and EID for each laptop, which are found on the label of the box. If the computer is turned on, then you can obtain this information from computer settings.

- IMEI from **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and then click **Mobile operator settings**.
- EID from: **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and then click **eSIM profiles**.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

If you have purchased your laptop directly from Dell, you may have received an email with your IMEI and EID before the computer is delivered.

Alternately, you can obtain this information from Mobile Device Manager (MDM), if your computer is registered with MDM.

For example, in Microsoft Intune you can find this information in: **Devices** > **All devices** > **select one of your listed devices to open its details** > **Hardware**.

Dell also provides a self-service tool for customers in some regions to find a batch of EIDs and IMEIs buying hardware directly from Dell. In other regions, it is possible that your Dell Sales Representative has access to an internal tool to provide you that information.

Using the eSIM profile inside the computer

Selecting **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** **> eSIM profiles** lists a set of buttons for each of the Profiles that you have downloaded.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

NOTE: Wi-Fi connectivity is required for the **Use** or **Delete** operations to function properly. If there are communication issues, an error message may or may not be displayed.

- **Use:** If you have an eSIM profile that is downloaded, you need to enable it by either accepting the pop-up or selecting **Use**. Ensure that you are connected to Wi-Fi before you answer the prompt: "`This will use mobile data from your plan and may incur charges. Do you want to continue?`" Choose **Yes** to turn the eSIM on or **No** to keep it off but downloaded.
- **Edit name:** If you have an eSIM profile name that is not easily recognizable, for example, TSL_0210, you can customize it when prompted.
- **Delete:** If you have to delete a downloaded profile, possibly due to a full eUICC, press **Delete**. Ensure that you are connected to Wi-Fi before you answer the prompt: "`This profile will be permanently deleted, and you might need to contact your mobile Carrier to add it again. Continue?`" Choose **Yes** to delete the profile or **No** to keep the profile on your computer.

4

Managing eSIM profiles on Microsoft Intune

There are three ways to add profiles to Microsoft Intune.

- Connecting directly to the Carrier or mobile operator or by using an Orchestrator.
- Sending a list of EIDs to the Carrier or mobile operator then using an eSIM Directory Service.
- Sending a list of EIDs to the Carrier or mobile operator then uploading a file from the Carrier or mobile operator into Microsoft Intune.

Adding new profiles by connecting to the Carrier or mobile operator

Connect Microsoft Intune Instance to the Carrier or mobile operator directly or over an orchestrator like Nokia IMPACT Mobile Device Manager or IDEMIA The Smart Connect Hub.

See eSIM Enterprise Management - Windows Client Management | Microsoft Learn

Adding new profiles using an eSIM directory service

The Enterprise sends a list of EIDs of the computers to the Carrier or mobile operator (see Your organization obtains eSIMs in bulk from your Carrier or mobile operator for more details). These profiles are then placed on an eSIM download server, for example, a (SM-DP+ or SM-DS). The enterprise then connects this eSIM download server to their Microsoft Intune instance using a fully qualified domain name (FQDN). This connection allows the computers to access the eSIM profiles. As the eSIM profiles are already associated with the EIDs, individual activation codes are not required. Each computer can automatically pull the correct eSIM profile from the download server.

The MDM administrator creates an eSIM configuration profile within Microsoft Intune. This profile includes the details of the eSIM download server. The administrator then assigns this configuration profile to the relevant groups of computers.

Adding new profiles by uploading a file from the mobile Carrier

The Enterprise sends a list of EIDs and IMEIs of the computers to the Carrier or mobile operator (see Your organization obtains eSIMs in bulk from your Carrier or mobile operator). The Carrier or mobile operator delivers the profiles by sending a CSV file with a set of activation codes and the corresponding EID for up to 1000 computers.

This profile is imported by selecting **Devices** > **Manage devices** > **eSIM cellular profiles** > **Add**.

Now add the profile to a Microsoft Entra device group and assign to the device by selecting **Devices** > **Manage devices** > **eSIM cellular profiles**.

The file format of the CSV file is:

```
eSIM Download Server FQDN (typically an SM-DP+ address)
```

```
ICCID, Activation Code
```

For example:

```
smdp.rsp.kiren.com
```

```
6798247123401641590, TBQC1B71SSEBCLZU
```

```
6798247123401641591, TBQC1B71SSEBCLZV
6798247123401641592, TBQC1B71SSEBCLZW
```

NOTE:

1. The activation codes must be unique within the CSV file.
2. There can only be one list per eSIM download server or Carrier or mobile operator. If you need to add new eSIM activation codes, you can either add them to the existing CSV file if some of those activation codes remain active or remove the current CSV file and add a new file with the new activation codes.
3. If you need more than 1000 activation codes active at one time, it is recommended that you connect directly to the eSIM Directory Service.

5

Important information when you reset or reinstall Windows

When resetting or reinstalling Windows, the user gets the option to either preserve personal data or do a full reset. The status of your eSIM profile depends on the type of reset chosen.

- If you opt to reset or reinstall Windows while keeping your personal data, your eSIM profile is retained.
- If you choose to remove everything, including your files, apps, and settings, your eSIM profile is deleted. You must set up your eSIM profile again after the reset.

Methods for resetting and reinstalling Windows 11

Windows 11 reset can be done using one of three methods:

1. In Windows, select **Start** > **Settings** > **System** > **Recovery** > **Reset this PC** > **Reset PC**.
2. a. Restart your computer to get to the sign-in screen.
   b. Press and hold the **Shift** key, then select the **Power** icon.
   c. While holding the **Shift** key, select **Restart**.

      A new screen opens after the computer restarts.

   d. Select **Troubleshoot** > **Reset this PC**.
3. a. Select **Start**.
   b. Press and hold the **Shift** key, then select the **Power** icon.
   c. While holding the **Shift** key, select **Restart**.

      A new screen opens after the computer restarts.

   d. Select **Troubleshoot** > **Reset this PC**.

NOTE: The Reset PC Wizard has a Settings page. Select **Additional settings** > **Change settings** > **Settings**. The **Additional settings** page normally follows the “How would you like to reinstall Windows?” page.

You can reinstall Windows 11 by downloading the Windows Installation media tool from Microsoft Software Download site. You can use the tool to create an installation media, for example, a USB flash drive to then install Windows on your machine.

In computers with the Dell SupportAssist OS Recovery application, press **F12** when the computer starts to enter the application.

NOTE: If you want to delete the user files, settings or applications, but retain the eSIM profile, for example, when giving the computer to a new employee:

- Select **Start** > **Settings** > **System** > **Recovery** > **Reset this PC** > **Reset PC**.
- Select **Remove everything**.

  NOTE: This is applicable irrespective of cloud download or local reinstall.

- Click **Change settings** on the **Additional settings** page.
- Change **`Delete eSIM profiles?`** to **No**.

eSIM status for every reset and reinstall type

The table summarizes whether the eSIM is deleted or preserved for all the different types of reset and reinstall options:

Table 2. eSIM status for reset and reinstall type

Reinstall or reset type	Reinstall or reset option	eSIM profile status
Reset Windows 11	Keep my files	Preserved **NOTE:** Independent of the options: Cloud download, local reinstall, or restore preinstalled apps.
	Remove everything	Deleted **NOTE:** Independent of the options: Cloud download, local reinstall, or restore preinstalled apps.
	Remove everything/Change Settings/ Delete eSIM profiles? = No	Preserved **NOTE:** While you click 'Change settings' the page may have a title of 'Choose settings'
	Remove everything/Change Settings/ Delete eSIM profiles? = Yes	Deleted **NOTE:** While you click 'Change settings' the page may have a title of 'Choose settings'.
Reinstall Windows 11 using installation media	Keep Everything (default)	Preserved
	Keep Personal Data	Preserved
	Keep Nothing	Preserved
Clean install by booting from a USB drive with a Windows image	Not applicable (This deletes and remakes all disk partitions)	Preserved
Using Deployment Image Servicing and Management (DISM.exe)	Not applicable	Preserved
Dell SupportAssist OS Recovery	Reset to Factory Settings	Preserved
Dell SupportAssist OS back-up files/disk cloning	Backup	Not backed up **NOTE:** The eSIM profile is securely stored inside the computer and typically cannot be backed up or transferred to another computer.

6

Troubleshooting

Troubleshooting connectivity issues using cellular settings

This section provides some troubleshooting guidance for the most common issues that are encountered by Dell's support teams.

For more information about Windows 11 eSIM settings, see Cellular settings in Windows.

Dell Mobile Broadband (WWAN) module is not detected on a reimaged computer

In some instances, after a Windows computer is reimaged, the Dell Mobile Broadband (WWAN) may not be detected by the Device Manager. To identify and resolve the issue, see Dell Mobile Broadband (WWAN) Module Not Detected on a Re-imaged Dell Personal Computer | Dell US.

Physical SIM inserted but no cellular signal

- Check that you can see **Cellular*** or **Mobile**** in **Start** > **Settings** > **Network & internet**. If you do not see **Cellular*** or **Mobile****, then your computer has a SIM slot but no modem hardware (also known as WWAN card), it means that you ordered it without a modem but the computer can be upgraded at a later stage. Contact a Sales representative to arrange the upgrade.

  * In U.S. English, the term, Cellular, is used.

  ** In other English language settings (for example U.K. English), the term, Mobile, is used.

- Ensure that the nano-SIM card is properly placed in the tray with the metallic contacts facing down and the notch positioned at the back left, and that it is fully inserted into the computer.
- Verify that the nano-SIM card is activated by your Carrier or mobile operator.
- If you have a cellular signal but no Internet, see Cellular signal shows connected but no Internet access.

Frequent downloading of modem software

It is possible that using a Profile causes firmware to be downloaded to the modem. This process may take a few minutes and could involve multiple parts being downloaded, with several messages appearing in the bottom right corner of your screen. If you interrupt the download, it may need to restart from the beginning, making it seem like you are repeatedly downloading the same software.

It is recommended you wait a few minutes for the software download to occur. This software download to the modem does not require Internet access as it is already stored in the modem driver inside Microsoft Windows.

Cellular signal shows connected but no Internet access

If your cellular signal shows as connected but you have no Internet access, here are some steps that you can take to troubleshoot the issue:

- Ensure that you have an active subscription with your Carrier or mobile operator. If your SIM or eSIM provides a link to the Carrier or mobile operator's account settings, you can check your subscription status as follows: Go to **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile****.
- Select **Connection settings** > **View my account**.

  NOTE: If you see the message **Connect with a data plan**, it indicates that you do not have an active subscription.

- Alternatively, you can call, message, or check the Carrier or mobile operator's website.
- There is a possibility that the Mobile Carrier Access Point Name (APN) that is necessary for connecting to the Internet over the Carrier or mobile operator's network rather than the cellular radio network is not recognized by Windows. This issue frequently occurs with Private 5G networks and some Mobile Virtual Network Operators (MVNOs) that use eSIM but are not part of Microsoft Windows Mobile Plans.
- To add the APN manually, go to **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile****, select **Mobile operator settings** and click **Add APN**.

  Contact your Carrier or mobile operator, search their website, or search the web for APN Settings to obtain the necessary APN, username (if required), password (if required), and type of sign-in information (if needed), otherwise choose **None**.

  Choose the Profile name, and ensure that the APN type is set to **`Internet and attach`**.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

QR code

If you are facing issues with QR code, here are some steps that you can take to troubleshoot.

Here are some key things to remember while scanning a QR code:

- The QR code must be large enough to be easily scanned. If it is too small, try enlarging it.
- If you are unable to scan from a screen, print the QR code and try scanning it from the paper.
- The QR code is essentially a visual representation of the Activation Code URL. If the Activation Code text box is already entered, the problem may not be with scanning the QR code but with the Activation Code URL itself.

Activation Code

If you are facing issues with the activation code, here are some steps that you can take to troubleshoot:

- The Activation Code text box is space sensitive. Ensure that the typed Activation Code matches exactly with the Activation Code that is given to you including no spaces after the Activation Code.
- Sometimes the Activation Code URL contains text in [] placed by security products that check URLs for security issues. For example, **LPA:1$smdp-plus-0.nu.ad.asp.kiren.com [smdp-plus-0.nu.ad.asp.kiren.com] $AVBE4687-1FFB-3120-64EC-55B5F7CA592D** has had **[smdp-plus-0.nu.ad.asp.kiren.com]** inserted into it so will not be a valid Activation Code. The Activation Code is: **LPA:1$smdp-plus-0.nu.ad.asp.kiren.com$AVBE4687-1FFB-3120-64EC-55B5F7CA592D**

The computer cannot download an eSIM Profile or find the Discovery Server

If you cannot download a profile or find the Discovery Server, then it could be a company network problem.

- Finding the Discovery Server or downloading an eSIM Profile relies on the computer being able to reach the Discovery Server and download the Profile over HTTPS.
- Corporate Enterprise Firewalls and other network infrastructure, for example, VPNs, need to be made aware of the eSIM Discovery Server (SM-DS) and eSIM Download Server (SM-DP+) IP addresses and ports to allow downloading of the eSIM Profile. It they are not made aware then they will unknowingly block the eSIM Profile download which results in Windows producing a strange or vague error message. You may have to download the eSIM Profile outside of the company's network.

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Identification information for the Carrier or mobile operator

This section provides useful information that identifies your computer, SIM or eSIM profile to the Carrier or mobile operator's support team.

The following parameters might be needed when communicating with your Carrier or mobile operator, and the table below describes how to access them from your computer.

The Carrier or mobile operator might request this information about your computer when you contact them.

Table 3. Identification information for the Carrier or mobile operator

Identifier Name	Finding the identifier
Modem International Mobile Equipment Identity (IMEI)	The IMEI is the number that identifies your modem to the Carrier or mobile operator. To find the modem IMEI number: • On Windows 10, select **Start** > **Settings** > **Network & internet** > **Cellular** > **Advanced Options**. • On Windows 11, select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and click **Mobile operator settings**. **NOTE:** Scroll down to see the IMEI. The IMEI is displayed.
SIM or eSIM Integrated Circuit Card Identifier (ICCID)	The ICCID is the number that identifies the SIM card or eSIM profile to the Carrier or mobile operator. To find the SIM card or eSIM profile ICCID: • On Windows 10, select **Start** > **Settings** > **Network & internet** > **Cellular** > **Advanced Options**. • On Windows 11, select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and click **Mobile operator settings**. **NOTE:** Scroll down to see the ICCID. The ICCID is displayed.
eSIM identifier (EID)	The EID identifies the eSIM chip inside the computer to the Carrier or mobile operator. To find the EID: • On Windows 10, select **Start** > **Settings** > **Network & internet** > **Cellular** > **Manage eSIM profiles**. • On Windows 11, select **Start** > **Settings** > **Network & internet** > **Cellular*** or **Mobile**** and click **eSIM profiles**. **NOTE:** The EID appears below the QR code in eSIM properties.

* In U.S. English, the term, Cellular, is used.

** In other English language settings (for example U.K. English), the term, Mobile, is used.

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Install the drivers

Updating the drivers is a preventive measure to protect the computer and ensure that the hardware components and devices work correctly. Dell releases updated drivers frequently to ensure that the Dell computer has the latest security patches, fixes, and functionality.

For more information about Drivers and Downloads, see KB article 000123347.

1. Go to Dell Support Site.
2. Enter the Service Tag of your computer, and then click **Submit**.

   NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

3. Click **Find Drivers** on **Drivers & Diagnostics**.
4. Select your **Operating system** from the drop-down menu.
5. Select the driver for your mobile broadband card from the **Modem/Communication** category.
6. Click **Download** to download the driver on your computer.
7. Run the installer and follow the installation instructions.

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Getting help and contacting Dell Technologies

Self-help resources

You can get information and help on Dell Technologies products and services using these self-help resources:

Table 4. Self-help resources

Self-help resources	Resource location
Information about Dell Technologies products and services	Dell Site
MyDell app	
Tips	
Contact Support	In Windows search, type `Contact Support`, and press Enter.
Online help for operating system	Windows Support Site
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell Technologies computer is uniquely identified using a Service Tag or Express Service Code. To view relevant support resources for your Dell Technologies computer, enter the Service Tag or Express Service Code at Dell Support Site. For more information about how to find the Service Tag for your computer, see Instructions on how to find your Service Tag or Serial Number.
Dell Technologies knowledge base articles	1. Go to Dell Support Site. 2. On the menu bar at the top of the Support page, select **Support** > **Support Library**. 3. In the Search field on the Support Library page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell Technologies

To contact Dell Technologies for sales, technical support, or customer service issues, see Contact Support at Dell Support Site.

NOTE: Availability of the services may vary depending on the country or region, and product.

NOTE: If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell Technologies product catalog.