Download an eSIM: Frequently asked questions

What do I need to download an eSIM?
To download an eSIM, you need your fully-charged device and an active SIM that's connected to the cellular network or to Wi-Fi®.

With which devices can I use an eSIM?
Currently, you can use an eSIM with Apple® Watches, some late model iPhones®, and some devices running iOS 12.1 or later.

How do I download an eSIM?
To download an active eSIM:

1. Go to the **Settings** menu.
2. Tap **Cellular**.
3. Look for the red alert icon notifying you of the AT&T cellular plan.
4. Tap **AT&T Cellular Plan Ready to be Installed**. The eSIM appears.
5. Tap **Continue**.
6. Verify that service is active.

What if there's another SIM number listed?
If you have 2 SIMs listed, you have a dual-SIM, dual-standby (DSDS) device. This means your device is capable of enhanced features such as using 2 phone numbers with separate voice and data plans.

To download an eSIM on a DSDS device, select the eSIM from the list and continue through the setup. During setup, you can:

- Name each number.
- Set 1 number as primary.
- Use 1 number for specific functions like international travel.

What if I don't see the eSIM?
The device may not have updated to show the eSIM cellular plan. Follow these steps to manually search for it:

1. Go to the **Settings** menu.
2. Tap **Cellular**.
3. Tap **Add a Plan**. The eSIM appears.
4. Tap **Continue**.
5. Verify that service is active.

What if I still don't see the eSIM after manually searching for it?
If the eSIM isn't available for download, there may be an error with the EID number and you'll need a new eSIM. We can help. Call us at 866.499.8008, Monday through Friday, 8 a.m. to 10 p.m. ET.

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