

# Mobile Phone Activation Issues

## Overview

This guide is intended to assist end users who call in with one of the following issues:

- Cannot activate a new phone
- New phone is not receiving calls or a signal

## Cause

This issue typically stems from two main causes:

1. The phone is already activated
2. The user failed to activate the new phone within the 30-day activation window

## Procedure

1. 1. Request the IMEI/MEID and ICCID of the new phone.
  - These can be found on the packaging of the new phone, if the user still has it.
  - They can also be found under Settings > General > About on the device.
2. 2. Ask for the user's mobile number and look it up in the AT&T Premier website.
3. 3. If the IMEI/MEID and ICCID match what's listed, the phone is already activated:
  - Instruct the user to power off the phone for 5 minutes, then power it back on.
  - If the issue persists, escalate to IT Tier 2.
4. 4. If the IMEI/MEID and ICCID do not match, click "Change Device IMEI/SIM."
5. 5. Enter the correct information.
  - Ensure the tick boxes next to the changed values are checked before clicking Next.
6. 6. Review and confirm the presented information.
7. 7. When prompted about using a digital SIM, choose to use the SIM you entered.
8. 8. On the confirmation page, click to complete the process.
9. 9. A Request ID will be presented, confirming the update.
  - Have the user turn the phone off for 5 minutes, then power it back on.
10. 10. If the phone still cannot make or receive calls after rebooting, escalate to IT Tier 2.