

Spectrum Mobile Activation Troubleshooting

The following info may help you resolve common issues with your Spectrum Mobile activation.

eSIM Troubleshooting Tips

Embedded SIM (eSIM) is just a physical SIM card in digital format. It's built right into newer devices, meaning you wouldn't have to go purchase a new SIM card if you wanted to swap phones or wireless carriers.

Some tips to remember before you get started with an eSIM on the Spectrum Mobile network:

- Make sure your device supports eSIMs and is compatible with the Spectrum Mobile network.
- Make sure your device is connected to your WiFi network and that your network is connected to the internet.
- Make sure any physical SIM cards are removed from your device.
- If that doesn't resolve the issue, try resetting your network settings and restarting your device. Find your device and follow the tutorial to reset your network.

Troubleshooting When You Bring Your Own Device

Troubleshooting When Bringing Your Own Device

If you're bringing your own device, use these steps along with the one's above to troubleshoot your activation.

- Confirm that your device is eligible for activation on the Spectrum Mobile network.
- Contact your previous carrier to ensure your phone or tablet is unlocked.
- Your device must be updated to the latest software version to successfully activate on the Spectrum Mobile Network.
- If applicable, make sure that your SIM card is installed properly.

Select a question below for more info and troubleshooting help:

eSIM Troubleshooting FAQs

I'm seeing an error message when I try to activate my eSIM. What now?



What if I don't see the pop-up, or can't scan the QR code to finish activation?



What if I have a dual SIM device?



How do I make my eSIM the primary on my device?



If you're still having issues with your eSIM or eSIM activation, please [contact us](#) for more support.

