

# 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

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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.

