



# Activating Your Mobile Broadband Service

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## You must first activate your mobile broadband service before accessing the Internet.

If you activated your mobile broadband service when you purchased your new Dell computer, proceed to step 2.

Continue to step 2 to use the online activation process.

**NOTE:** When you activate your free trial service and/or your paid subscription, the Dell™ Mobile Broadband Card Utility will send an activation notification from your computer to Dell. This will let Dell know the serial number of your activated card (ESN) and will be used only to let Dell know that your card has been activated. No other information will be sent. Dell will not combine this information with any information that personally identifies you. Dell will treat the serial number information in accordance with Dell's Privacy Policy, which may be found at [www.dell.com/us/en/gen/misc/policy\\_000\\_policy.htm](http://www.dell.com/us/en/gen/misc/policy_000_policy.htm).

OR

Call the Dell toll-free activation number:  
**1-800-228-6303**

**NOTE:** Ensure that your portable computer, equipped with a Dell Mobile Broadband card, is turned on when calling the activation number. During activation, you will be asked to access information about your Dell Mobile Broadband card.

Once you receive your activation information, proceed to step 2.

**NOTE:** The following are needed for activation with AT&T®:

### Consumer/Individual account

All following information should relate to account holder.

- Full name (existing customers must provide the name as shown on your AT&T bill)
- Account number (for existing customers only)
- User name, if different from the account
- Billing address (can not be a P.O. box)
- Address for primary place of use (can not be a P.O. box)
- Two contact phone numbers
- AT&T cell phone # (if exists)
- E-mail address
- Social Security Number
- Date of birth
- Driver's license number, state issued, and expiration date
- International Mobile Equipment Identity (IMEI)\*
- SIM serial number (ICCID)\*

### Business/Company account

- Company Name (existing customers must provide the company name as shown on AT&T bill)
- Account number of existing customer (in lieu of Tax ID #, Years in business, and Dunn and Broadstreet number)
- Tax ID #
- Years in business
- Dunn and Broadstreet number, if available
- User name
- Billing Address (can not be a P.O. box)
- E-mail address
- Address for primary place of use (can not be a P.O. box)
- Two contact phone numbers
- AT&T cell phone # (if exists)
- International Mobile Equipment Identity (IMEI)\*
- SIM serial number (ICCID)\*

\* The IMEI and ICCID numbers can be found by launching Dell Mobile Broadband Card Utility and clicking on **File** → **Device Properties**.



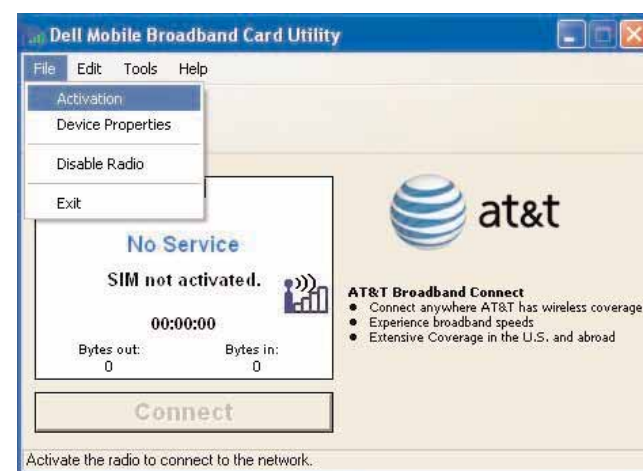
2



Double-click the **Dell Mobile Broadband Card Utility** desktop icon to proceed.

**NOTE:** If you activated your mobile broadband service when you purchased your new Dell computer, proceed to step 5.

**NOTE:** Your account registration on AT&T's network may take up to 72 hours after calling to activate your service.



Click **File** → **Activation** to continue with the online activation of your mobile broadband service.

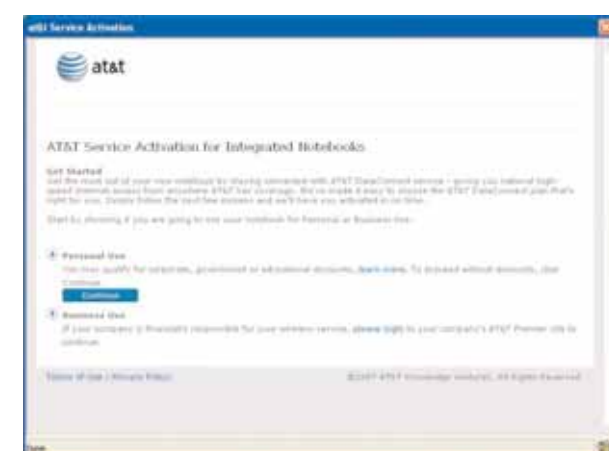
**NOTE:** Please ensure an active Internet connection is available and that a SIM card is inserted in the device.

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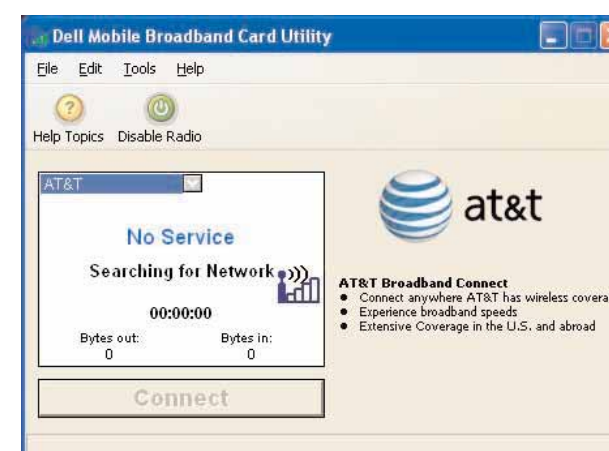
Click **Continue** to proceed with the **Dell Mobile Broadband Activation Sheet**.

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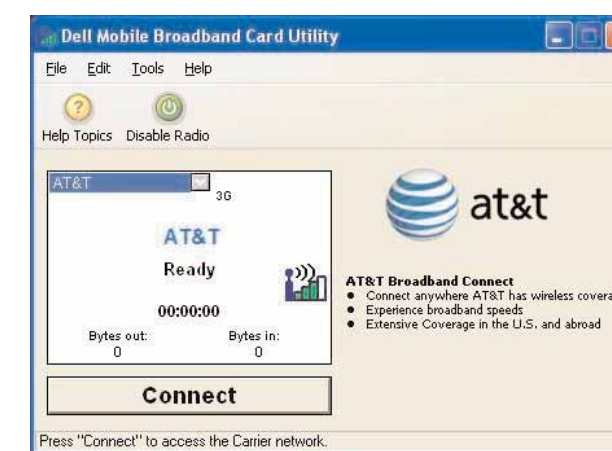
Follow the online activation instructions to complete service activation.

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The **Connect** button will be disabled until the AT&T network signal is recognized (this may take up to two minutes).

**NOTE:** If the **Connect** button remains disabled for more than two minutes, account registration on the AT&T network has not been completed or you may not be in a AT&T coverage area. For more information, call **1-800-228-6303**.



When the **Connect** button is enabled, click **Connect** to access the AT&T Broadband Connect service.

Use your preferred browser to access the Internet.

