SIM/eSIM

Setup Guide for Chromebook

DELLTechnologies

Notes, cautions, and warnings

(i) **NOTE:** A NOTE indicates important information that helps you make better use of your product.

⚠ **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

Contents

Install the SIM card and connect to the cellular network service

⚠ **WARNING: Before performing any of the steps in this document, read and follow the safety information that is shipped with your computer.**

⚠ **CAUTION: Do not install or remove the Subscriber Identity Module (SIM) card when your computer is powered on.**

ⓘ **NOTE:** Information in this guide is only applicable to computers with cellular enabled platforms.

Install the SIM card

⚠ **CAUTION: Do not touch the SIM-card connectors to avoid damage to the SIM card from electrostatic discharge.**

ⓘ **NOTE:** Computers could be with dual SIM or a single SIM. In computers with dual SIM, there is an in-built eSIM always available and the **Network** menu screen shows both the **SIM** and the **eSIM** options.

ⓘ **NOTE:** In computers with single SIM, the **Network** menu screen shows either a SIM or eSIM option available.

1. Turn off the computer.
2. Insert the SIM card into the SIM-card slot on your computer.

   ⓘ **NOTE:** The SIM card slot location varies by computer model. To view your computer's documentation for location and access instructions, go to https://www.dell.com/support/ and enter the model number in **Identify your product**.

3. Turn on the computer.
4. On the bottom-right corner, select **Time** > **Settings** > **Network** > **Mobile data**.

    ⓘ **NOTE:** Ensure to turn on the slider for the Mobile data.

   SIM with the network icon and the name of the carrier is displayed.

Connect to a cellular data network for the first time

ⓘ **NOTE:** Your WWAN enabled computer does not include cellular service. To activate cellular service, you must provide the device IMEI and ICCID to your selected WWAN service provider. For more information, see Activation or service support.

For more information about connecting to a Wi-Fi and other networks, see Connect to Wi-Fi & other networks.

For more information about connecting and activating mobile data, see Connect to a mobile data network.

Connect to the cellular network service with eSIM

An embedded SIM card (eSIM) allows you to connect to the Internet over a cellular data connection. With an eSIM, you may not need a SIM card from your mobile operator to connect to their cellular network.

ⓘ **NOTE:** Information in this chapter is only applicable to computers that support eSIM function.

Set up eSIM

An eSIM is a programmable SIM that allows you to activate a cellular plan from your carrier with or without having to use a physical SIM card. If your device includes an option for both an embedded SIM and a physical SIM card, ensure that the eSIM option is selected.

ⓘ **NOTE:** Your Chromebook must run on version 92 or later to set up an eSIM.

ⓘ **NOTE:** Computers could be dual SIM or single SIM. In computers with dual SIM, there is an in-built eSIM always available and the **Network** menu screen shows both the **SIM** and the **eSIM** options.

ⓘ **NOTE:** In computers with single SIM, the **Network** menu screen shows either a SIM or eSIM option available.

1. On the bottom-right corner, select **Time** > **Settings** > **Network** > **Mobile data**.

   ⓘ **NOTE:** Ensure to turn on the slider for the Mobile data.

   eSIM with the **Network** icon is displayed (if there is an eSIM inserted or if the device has an in-built eSIM).

   ⓘ **NOTE:**
   ● By default the eSIM profile is blank and `No available eSIM profiles. Download a new profile` is displayed.
   ● Go to step 2 to set up a new network and add a new eSIM profile.
   ● The carrier name is displayed only when the eSIM profile installation is complete.

2. Click the **Network** icon to set up a new network.

   ⓘ **NOTE:** Connection to Wi-Fi or Ethernet network is necessary to add an eSIM profile.

   A **Set up new network** dialog box opens with a QR code scanning screen. Scan a QR code using your device camera or enter the activation code provided by your carrier.

   ⓘ **NOTE:** The activation code automatically loads. If the activation code does not load automatically, type it in manually.

3. Enter the `Activation code` and click **Next**.
   A message `Activation code detected` is displayed.

4. Click **Next** to close.
   A message `Profile has been added successfully` is displayed.

5. Select **Done**.

   ⓘ **NOTE:** Multiple eSIM profiles can be added.

   ⓘ **NOTE:** For more information about how to add or manage eSIM profiles, see Set up an eSIM or SIM for mobile data.

Activation and service support

This section provides information useful to the user when they need to contact their mobile network operators for activation or service support.

The following parameters might be needed when communicating with your mobile operator, and the table below describes how to access them from your device.

The mobile operator might request this information about your device when you contact them.

Setting	What it does
Modem International Mobile Equipment Identity (IMEI)	The IMEI is a unique number to identify WCDMA, LTE, 5G, and some satellite phones. • To find the modem IMEI number on Chromebook with SIM, on the bottom-right corner, select **Time** > **Settings** > **Network** > **Mobile data** > **SIM** > **Advanced** . The IMEI is displayed. • To find the modem IMEI number on Chromebook with eSIM, on the bottom-right corner, select **Time** > **Settings** > **Network** > **Mobile data** > **eSIM** > **Advanced** . The IMEI is displayed.
SIM or eSIM Integrated Circuit Card Identifier (ICCID)	ICCID is a unique number that is used to identify the currently used mobile operator SIM profile. ICCID could either be on a physical SIM card that is inserted or on the eSIM profile selected. ICCID number is linked to your account with the mobile operator. • To find the SIM card ICCID on Chromebook, on the bottom-right corner, select **Time** > **Settings** > **Network** > **Mobile data** > **SIM** > **Advanced**. The ICCID is displayed. • To find the eSIM card ICCID on Chromebook, on the bottom-right corner, select **Time** > **Settings** > **Network** > **Mobile data** > **eSIM** > **Advanced**. The ICCID is displayed.
eSIM ID (eID)	The eID is a unique identifier for the eSIM in the device. The mobile operators use eID to download SIM profiles to connect to mobile networks. 1. To find the eSIM ID on Chromebook, on the bottom-right corner select **Time** > **Settings** > **Network** > **Mobile data** > **eSIM**. 2. Select the Ellipsis (or three-dot menu). A drop-down menu opens to **Show device EID**. 3. Select **Show device EID** > **Your device EID**. The eID is available as a QR code and as a 32-digit number.

ⓘ **NOTE:** Contact the mobile operator of your WWAN service using phone or web, for questions relating to activation and mobile operator services.

Troubleshooting connectivity issues using cellular settings

Chromebook devices have a SIM card or eSIM which allows you connect to a cellular data network by using a cellular signal.

If your cellular data connection is working correctly, you need not change the cellular settings. However, if you are having cellular connection issues, changing one or more settings may help.

For more information about how to fix cellular connection problems, see Fix connection problems.

Install the drivers

Updating the drivers is a preventive measure to protect the computer and ensure that the hardware components and devices work correctly. Google releases updated drivers frequently to ensure that the computers have the latest security patches, fixes, and functionality.

ⓘ **NOTE:** The Dell Chromebook automatically checks for and installs available updates upon start up. There is no need to manually update drivers.

Getting help and contacting Dell

Self-help resources

You can get information and help on Dell products and services using these self-help resources:

Table 1. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	www.dell.com
Tips	
Online help for operating system	For support on your Chromebook, refer Chrome OS Support.
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals and documents.	Your Dell computer is uniquely identified by a Service Tag or Express Service Code. To view relevant support resources for your Dell computer, enter the Service Tag or Express Service Code at www.dell.com/support. For more information on how to find the Service Tag for your computer, see Locate the Service Tag on your computer.
Dell knowledge base articles for a variety of computer concerns	1. Go to www.dell.com/support. 2. On the menu bar at the top of the Support page, select **Support** > **Knowledge Base**. 3. In the Search field on the Knowledge Base page, type the keyword, topic, or model number, and then click or tap the search icon to view the related articles.

Contacting Dell

To contact Dell for sales, technical support, or customer service issues, see www.dell.com/contactdell.

(i) **NOTE:** Availability varies by country/region and product, and some services may not be available in your country/region.

(i) **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell product catalog.