

Complete Setup Guide

Need help installing your SIM card?

For step-by-step installation instructions, visit our [device help page](#). If you are an existing T-Mobile customer bringing your own device and just need to change the size of your SIM card, please visit a [T-Mobile store](#).

Not sure of your phone number and PIN number?

Before you make a payment or change your plan, be sure to have your PIN and phone number we assigned you. Your PIN is the first four digits of your ten-digit phone number. If you do not know your phone number, call [1-877-778-2106](#).

Need to setup plan?

Mobile Internet devices and Mobile Internet SIM cards purchased from T-Mobile need to be activated with a plan. To compare prepaid Mobile Internet plans [check out our plans page](#). Then activate and add service [here](#).

Want to keep your old number?

If you would like to port in an existing number, call [1-877-778-2106](#) (Remember: Do not cancel your wireless account until your T-Mobile account has been activated.)