



AT&T Control Center eSIM Profile Paring Quick Start Guide

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1. eSIM Profile Pairing Overview

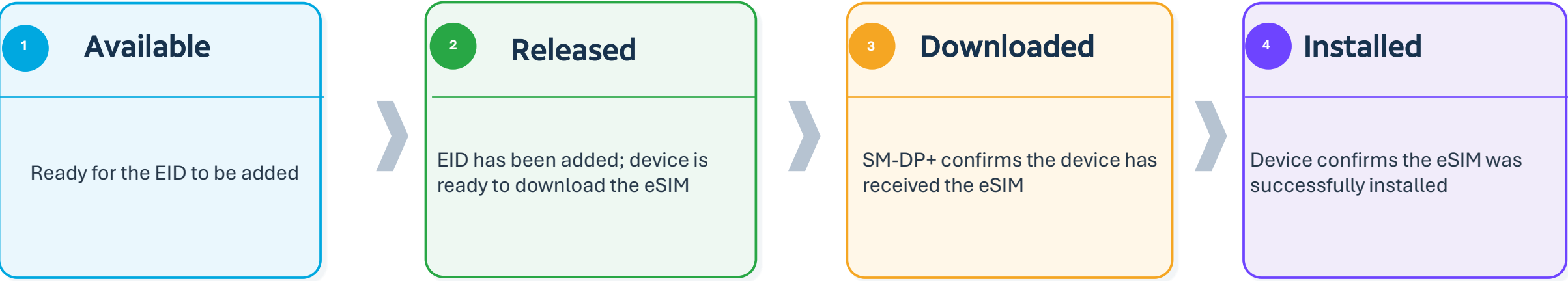
AT&T Control Center enables customers to pair eSIM profiles with device identifiers (EIDs). This allows devices with an embedded SIM (eUICC) to securely download an AT&T profile.

Flow:

- Order eSIM profiles in AT&T Control Center.
- Pair ICCIDs with the corresponding EIDs into Control Center via GUI, CSV upload, or APIs.
- Direct devices to the AT&T SM-DP+ address via generic QR, MDM, or Manually.
- Devices initiate the profile download to the eUICC.

SM-DP+ Profile State Flow

How the eSIM profile progresses from Available to installation



Control Center status note

SIM Status stays Test Ready until the portal sees usage records a few hours later. This is expected behavior.



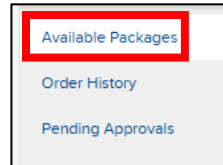
2. Ordering eSIM in Control Center

Enable Pairing Profiles in Control Center

Log onto Control Center. In the “Marketplace” tab, go to “Available Packages” and select “Virtual Profile - Pairing”.

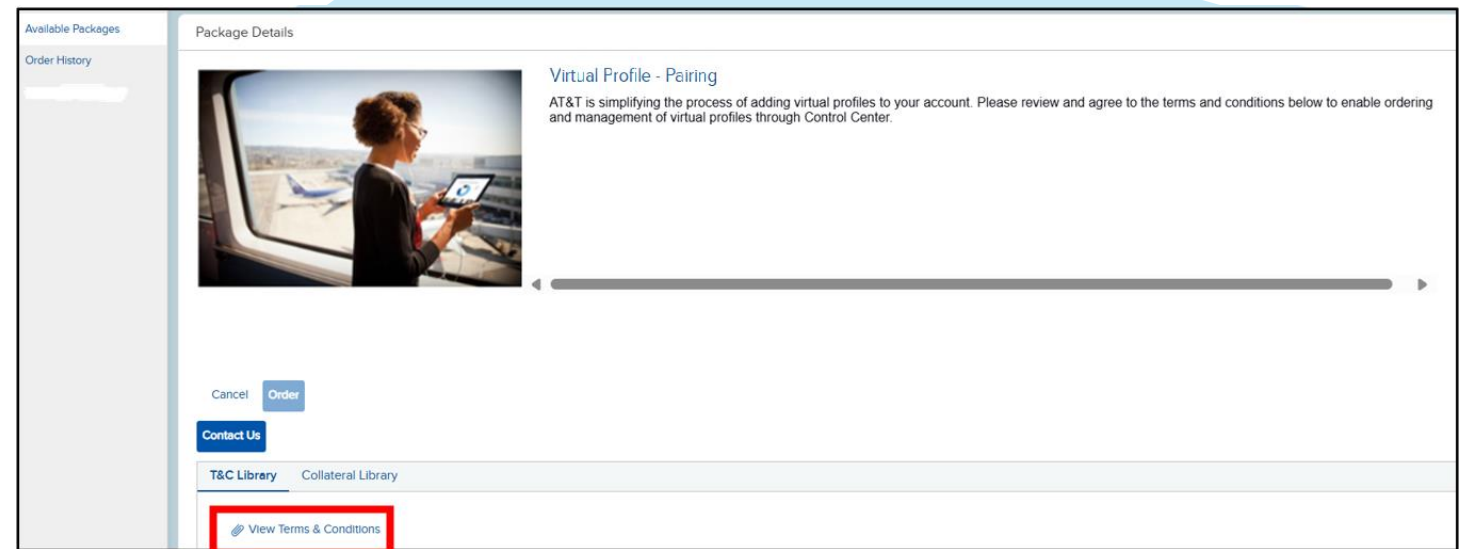
Review the package details, then accept the “Terms & Conditions”. After accepting, return to the package screen and click “Order”.

Allow 2–3 business days for the eSIM Profile offer to be enabled on your account. Once available, you can begin ordering eSIM Profiles.



Virtual Profile - Pairing

AT&T is simplifying the process of adding virtual profiles to your account. Please review and agree to the terms and conditions below to enable ordering and management of virtual profiles through Control Center.



2. Ordering eSIM in Control Center

Ordering Pairing Profiles

1 Order Initiation

From the Orders tab
select “Actions” then “Create New”

From the New SIM Order pop-up
window select “eSIM” as the SIM
Type

The screenshot displays the Jasper Control Center interface. The top navigation bar includes tabs for Devices, Billing, Orders, Admin, Automation, Security, Analytics, and Marketplace. The 'Orders' tab is active. Below the navigation bar, there is a 'SIM Orders' section with a 'Price List Management' link. A table lists orders with columns: Order ID, Batch ID, Status, EOD Order ID, Order Number, SIM Type, and Date Requested. An 'Actions' dropdown menu is open over the table, showing options: Create New, Cancel, and Export. A 'New SIM Order' pop-up window is overlaid on the right. It contains sections for Account Information, Order Information, Requester Information, Equipment Quantity, and Communication Plan & Rate Plan. In the 'Requester Information' section, the 'SIM Type' dropdown is set to 'eSIM'. The 'Equipment Quantity' section shows a table with columns: Product, Quantity, Unit Price, and Total. The 'Communication Plan & Rate Plan' section has dropdowns for 'Communication Plan (Optional)' and 'Rate Plan (Optional)'. The pop-up window has 'Ok', 'Clear', and 'Cancel' buttons at the bottom right.

Note: eSIM and Standard SIM types cannot be combined on the same order.

2. Ordering eSIM in Control Center

2 Order Submission

In the **New SIM Order** window, enter the required requester information.

Click **Add Equipment**

Select the correct **eSIM Profile SKU** from the dropdown and quantity to add to the order.

Click **OK** to add the SKU and complete the order submission.

The screenshot shows the 'New SIM Order' window. The 'Requester Information' section is filled out with 'Full Legal Company Name' as 'ACM', 'Contact Person Name' as 'Pat', 'Contact Person Phone Number' as '1234', and 'Contact Person E-Mail Address' as 'PS@acm.com'. The 'Equipment Quantity' section has a table with 'Product' and 'Quantity' columns. The 'Add Equipment' button is highlighted with a red box and an arrow. A dropdown menu is open, showing 'Virtual Profile SKU 1', 'Virtual Profile SKU 2', and 'Virtual Profile SKU 3'. The 'Communication Plan & Rate Plan' section has a dropdown for 'Communication Plan' and a field for 'Rate Plan'. The 'Shipping Information' section has a checkbox for 'Account Default Shipping Address'. The 'Total' field shows '\$0.00'.

Note: You will notice the SKUs available are refined to show only eSIMs.

The screenshot shows the 'New SIM Order' window with the 'Requester Information' section filled out. The 'Equipment Quantity' section has a table with 'Product', 'Quantity', 'Unit Price', and 'Total' columns. The table contains one row: 'Virtual Profile 1' with a quantity of 50, a unit price of \$3.00, and a total of \$150.00. The 'Communication Plan & Rate Plan' section has a dropdown for 'Communication Plan' and a field for 'Rate Plan'. The 'Notes' section has a text area. The 'OK' button is highlighted with a red box and an arrow.

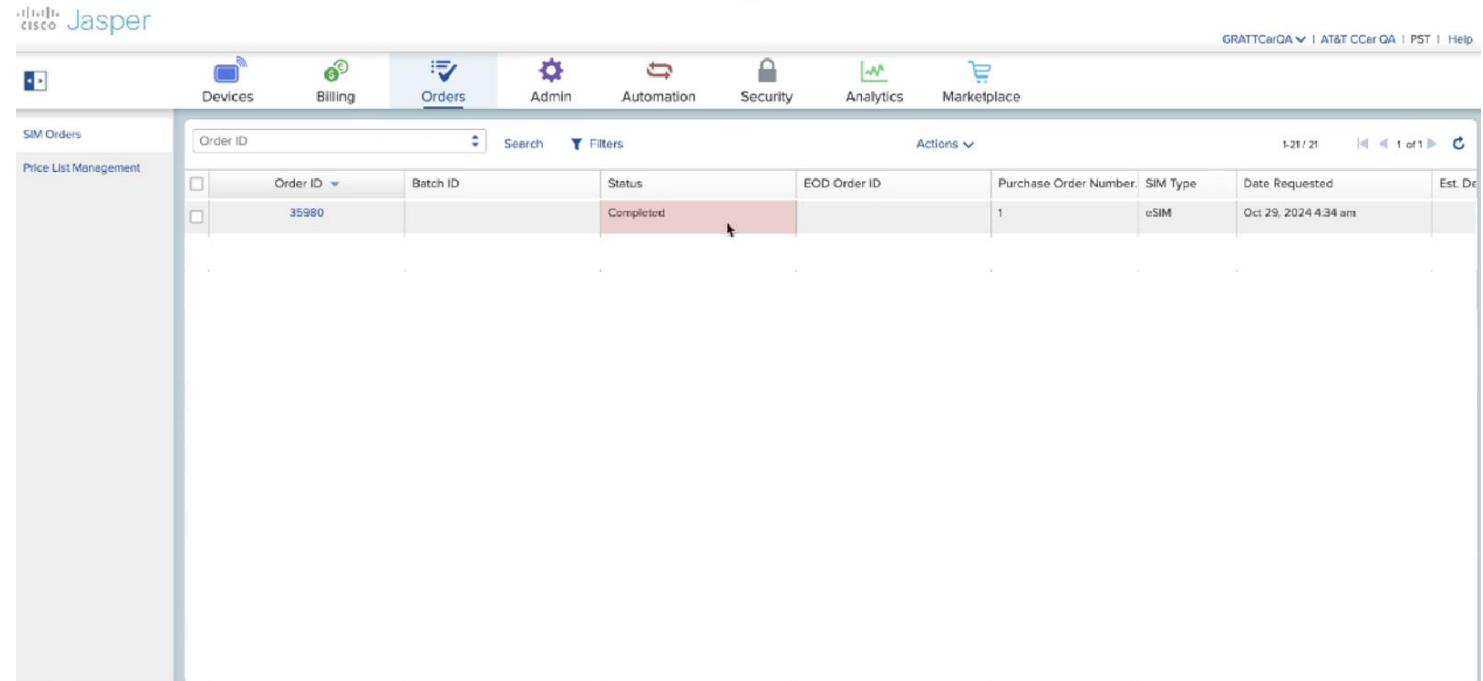
AT&T Control Center eSIM profile Pairing SKUs

AT&T Control Center POD	EID pairing SKU
Pod 1 - IoT 310-170	6161E
Pod 19 SP2 - IoT Enterprise 310-030	6157E
Pod 19 SP1 - Firstnet 313-100	6158E

2. Ordering eSIM in Control Center

3 Order Status

After placing your order, you can review its status in the Orders tab.



The screenshot shows the Jasper Control Center interface. The top navigation bar includes tabs for Devices, Billing, Orders (selected), Admin, Automation, Security, Analytics, and Marketplace. The main content area displays the 'SIM Orders' section with a table of order status. The table has columns for Order ID, Batch ID, Status, EOD Order ID, Purchase Order Number, SIM Type, Date Requested, and Est. Del. A single row is visible with Order ID 35980, Status Completed, and Date Requested Oct 29, 2024 4:34 am.

Order ID	Batch ID	Status	EOD Order ID	Purchase Order Number	SIM Type	Date Requested	Est. Del
35980		Completed		1	eSIM	Oct 29, 2024 4:34 am	

Note: The Completed status means order has processed, your virtual profiles are available in your account, and you can now move on to the pairing step.

2. Ordering eSIM in Control Center

4 Locate ICCIDs for Pairing

In the “Devices” tab, select the “Filters” button. Then, filter “SM-DP+ Profile State” by “Available” and apply.

The screenshot displays the AT&T Control Center interface. The top navigation bar includes the AT&T logo and several tabs: Devices, Billing, Orders, Admin, Automation, Security, Analytics, Proactive IoT, and Marketplace. The 'Devices' tab is selected. Below the navigation bar, there is a search bar with the text 'ICCID, Modem ID, End Consumer ID, Cust' and a 'Filters' button. A table of device information is visible, with columns for Actions, Date Added, ICCID, Device ID, Cycle to Date Usage (MB), In Session, IPv4 Address, and IPv6 Address. The 'Filters' modal is open, showing various filter options. The 'SM-DP+ Profile State' filter is set to 'Available'. The 'Apply' button is highlighted.

Actions	Date Added	ICCID	Device ID	Cycle to Date Usage (MB)	In Session	IPv4 Address	IPv6 Address
☐	Aug 19, 2026 7:36...			0	No		
☐	Aug 19, 2026 7:36...			0	No		
☐	Aug 19, 2026 7:35...						
☐	Aug 19, 2026 7:35...						
☐	Aug 19, 2026 7:35...						
☐	Aug 19, 2026 7:35...						
☐	Aug 19, 2026 7:35...						
☐	Aug 19, 2026 7:34...						
☐	Aug 19, 2026 7:34...						
☐	Aug 19, 2026 7:34...						

3. Pairing eSIM in Control Center

The three ways to pair eSIM profiles.

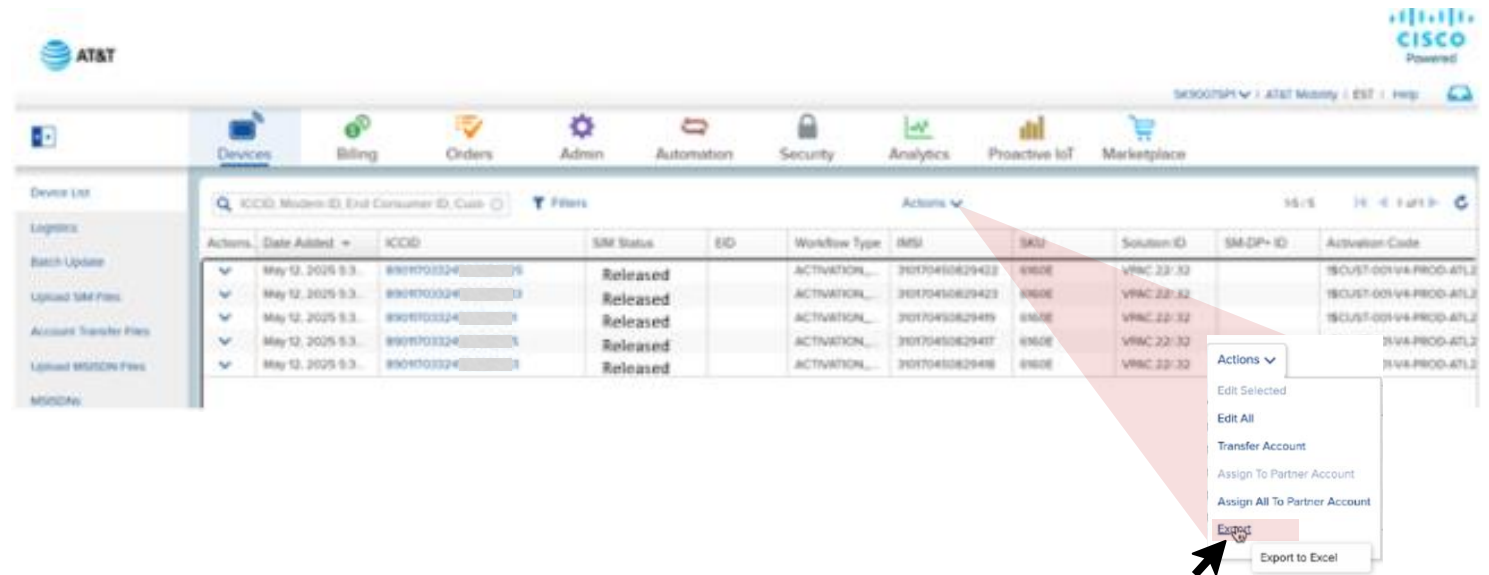
1. **Batch CSV:** Download a CSV file for multiple ICCIDs and upload it as shown in 3.1.
2. **GUI:** Add the eID in the Control Center GUI as shown in 3.2.
3. **API:** Send a REST API to Control Center to add the eID as shown in 3.3.

3.1. Pairing via Batch CSV

1 Download ICCIDs for Pairing

Locate the available ICCIDs in the Devices.

From the Actions menu, select Export.



3.1. Pairing via Batch CSV

2 Preparing EIDs File for Uploading

After exporting the file update the file by adding the corresponding EIDs and removing all other fields from the spreadsheet.

The final file should include only the ICCIDs from your order and their associated EIDs.

Save the file as a .txt file for import in the next step.

	A	B
1	ICCID	EID
2	89011	ADD EID(s)
3	89011	
4	89011	
5	89011	
6	89011	

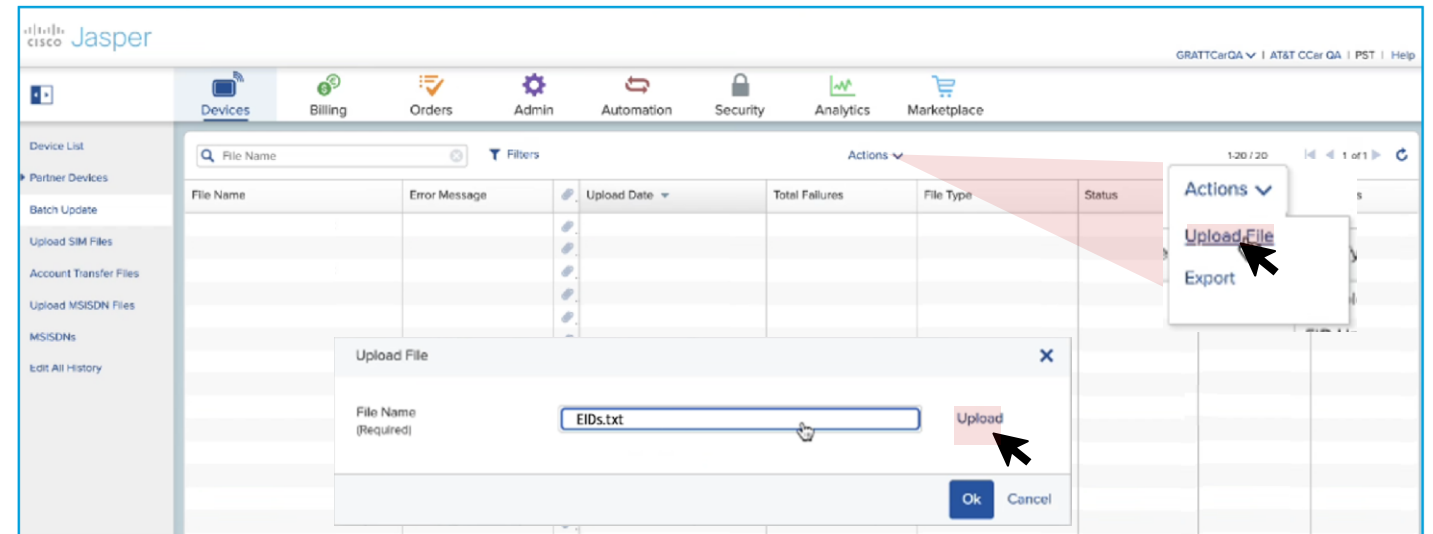
3.1. Pairing via Batch CSV

3 Upload EID Text File

In the **Devices** tab, select **Batch Update**.

From the Actions menu, select **Upload File**.

In the pop-up window, click **Upload File**, locate the .txt file you prepared in the previous step, and click OK.



3.1. Pairing via Batch CSV

4 Pairing Verification

In the **Devices** tab, select **Batch Update**. Locate your file in the list and review the upload status. A **Completed** status confirms that the batch upload was successful.

Return to the **Devices** tab to verify that the **EIDs** have been added. The profile will show as **Allocated**, indicating the ICCIDs are paired.

The top screenshot shows the 'Batch Update' section in the 'Devices' tab. It displays a table with columns: File Name, Error Message, Upload Date, Total Failures, File Type, Status, Uploaded, and Success. The 'VirtualProfiles' file is listed with an upload date of 'Nov 06, 2024 10:00 am', a status of 'Completed', and 1 successful upload.

The bottom screenshot shows the 'Device List' section in the 'Devices' tab. It displays a table with columns: Actions, ICCID, EID, Profile Status, Workflow Type, IMSI, SKU, Solution ID, SMDP ID, and Activation Code. The table shows four rows of data, all with a status of 'ALLOCATED'.

Actions	ICCID	EID	Profile Status	Workflow Type	IMSI	SKU	Solution ID	SMDP ID	Activation Code
☐	8901170	890330234	ALLOCATED	PAIRING	310170437858769	6961E	SLN-1	atapplel	1\$CUST-001PP
☐	8901170	890330234	ALLOCATED	PAIRING	310170437858768	6961E	SLN-1	atapplel	1\$CUST-001PP
☐	8901170	890330234	ALLOCATED	PAIRING	310170437858772	6961E	SLN-1	atapplel	1\$CUST-001PP
☐	8901170	890330234	ALLOCATED	PAIRING	310170437858773	6961E	SLN-1	atapplel	1\$CUST-001PP
☐	8901170	890330234	ALLOCATED	PAIRING	310170437858770	6961E	SLN-1	atapplel	1\$CUST-001PP

3.2. Pairing via GUI

1 Add EID via GUI

Locate the ICCIDs associated with your Virtual Profile order in the Devices.

Click on the ICCID then click edit to enter EID

The screenshot displays the Cisco Powered GUI interface. The top navigation bar includes tabs for Devices, Billing, Orders, Admin, Automation, Security, Analytics, Proactive IoT, and Marketplace. The left sidebar lists various actions like Partner Devices, Logistics, Batch Update, Upload SIM Files, Account Transfer Files, Upload MSISDN Files, MSISDNs, Edit All History, and SIM Transfers. The main content area shows a table of devices with columns for Actions, Date Added, ICCID, Device ID, Cycle to Date Usage (MB), In Session, IPv4 Address, IPv6 Address, Modem ID, Core Name, and Cycle to Date Tr. A row is highlighted with the ICCID 89011704272. An arrow points to this ICCID. Below the table, the 'Details' section for the selected device is shown, including Account Name, Operator Account ID, ICCID, MSISDN, and SIM. The 'Edit' button is highlighted with an arrow. The 'Edit' dialog box is open, showing fields for SIM Status, SIM Barred, Line Payment Status, Services, Rating, and Other Attributes. The 'EID' field is highlighted with an arrow, and the 'Schedule Changes' section is also visible.

3.3. Pairing via API

Build Your Request

What this API does

The **Edit Device Details** API updates a device's attributes. Setting the EID field links an eSIM profile (ICCID, IMSI, and MSISDN) to the eSIM on the device.

Step 1 – Confirm you have API access. If you have API access, you will have been given an API Base URL, username and API Key by your Account Team. If you are not enabled yet – see the box at right.

Step 2 – Confirm the device is eligible. Its Global SIM Type must be eSIM Gen, and it must live in an enterprise account – you cannot set an EID on a device in inventory.

Step 3 – Build your credentials. Join your username and API key as username:apiKey, Base64-encode it, and put the result after “Basic ” in the Authorization header.

Step 4 – Find the device's ICCID. Go to Devices > Device List and copy the ICCID. It becomes the last part of the request URL.

No API access? Start here.

If you are missing the API Base URL, username and API Key , contact your **AT&T Account Team** to turn on an API-ready role before you continue. They can also confirm your devices are eSIM.

The request at a glance

Method & URL:

PUT {baseUrl}/api/v1/devices/{iccid}

Headers:

Content-Type: application/json

Accept: application/json

Authorization: Basic <credentials>

Body field you need:

eid – exactly 32 numeric digits

3.3. Pairing via API

Send Your Request and Confirm

Step 5 – Build the request body. Create a small JSON object with one field, `eid`, set to exactly 32 numeric digits – no spaces, no letters. Fewer or more digits is rejected.

Step 6 – Send the PUT request. Send it to the device URL with the headers and credentials from Part 1.

Step 7 – Check the response. 200 means it applied now; 202 means it is scheduled. The body echoes the iccid you updated, confirming success.

Common errors and what they mean

- 101000013** Invalid EID – it must be exactly 32 digits.
- 102000001** EID specified but no value supplied.
- 102000002** Cannot set EID on an inventory device.
- 102000003** Your role has no access to the EID attribute.
- 10001001** eSIM updates allowed only on eSIM Gen SIMs.

Example request

```
curl -X PUT \  
  -H "Content-Type: application/json" \  
  -H "Authorization: Basic <CREDS>" \  
  -d '{ "eid":  
        "89001012012341234012345678901224" }' \  
  "https://<BASE-URL>/rws/api/v1/devices/9088217871987000001"
```

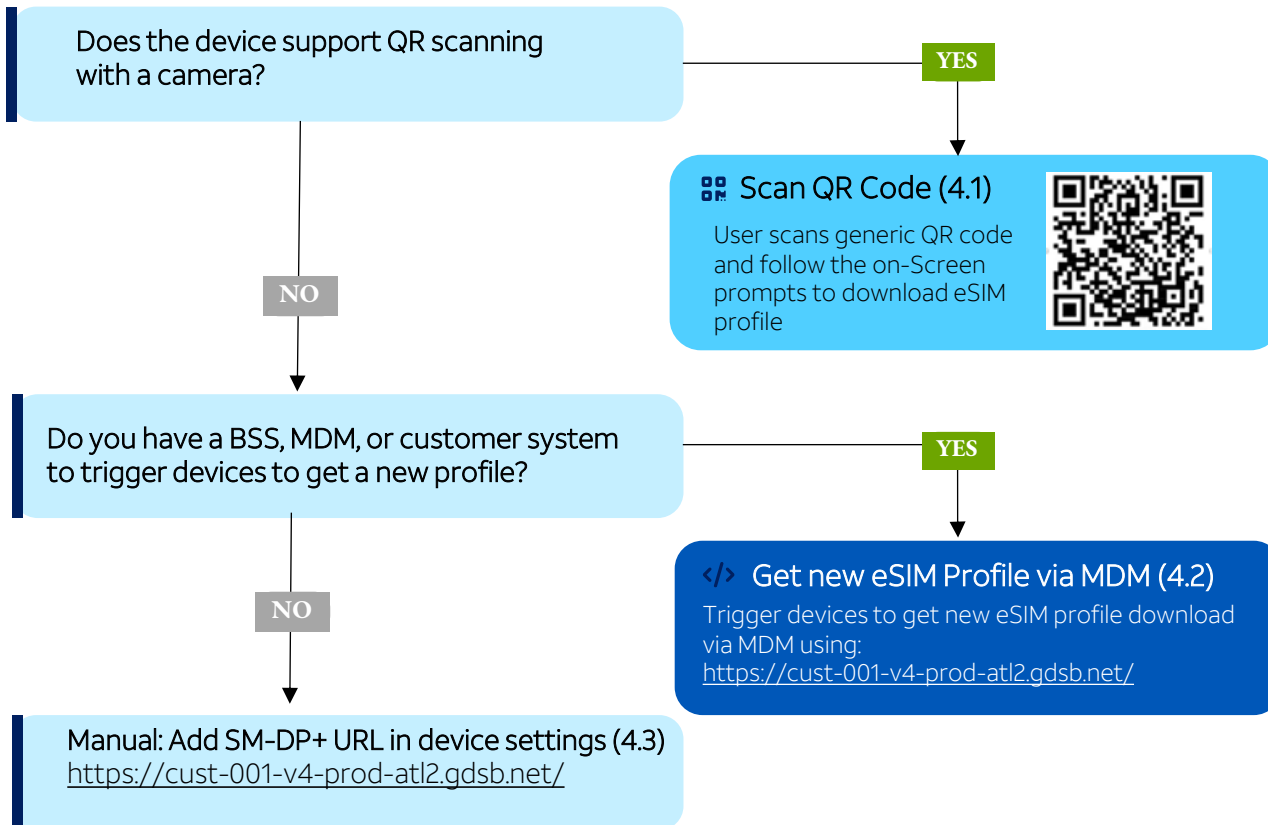
Successful response

```
{ "iccid": "9088217871987000001" }
```

Before you go live

Test on one device first and re-check the EID is 32 digits. Still blocked? Your **AT&T Account Team** can confirm your role and that the SIM is eSIM Gen.

4. Initiating eSIM Profile Download



Key Disclaimers

- Do not use Activation Codes with this flow
- Make sure your EID is correct it can't be reverted

Prerequisites

- Device must be connected to the internet or have a bootstrap profile on the eSIM

Note:

Terminology varies by MDM, but the action initiates a new eSIM profile download.

4.1 Initiating eSIM Profile Download (Generic QRC)

1. Download profile using Generic QRC

Use the Generic QRC to download AT&T profile

Step 1: Check device capability. Ensure the device has a camera. If a camera is available, this method can be used to download the AT&T profile.

Step 2: Scan QRC. Open the camera, point the device at the generic QR code, and follow the on-screen prompts.

- Don't use the QRC from control center device detail.
- Always use the generic SMDP+ url QR code to download the profile after EID pairing
- Make sure your device is connected to an internet.

SMDP+ URL



4.2 Initiating eSIM Profile Download (Using MDM)

2. Download profile using MDM

Use MDM to send SMPD+ url to devices

Step 1: Initiate an eSIM Refresh. Trigger an eSIM refresh from the MDM console on the target device.

Step 2: Enter SMDP+ url. Add the SM-DP+ address in the eSIM configuration to download the profile: <https://cust-001-v4-prod-atl2.gdsb.net/>

- Don't use the Activation codes in MDM for this eSIM profile Flow.
- Make sure your device is connected to an internet.

4.3 Initiating eSIM Profile Download (Manual)

3. Download profile Manually

Use device cellular settings to download profile

Step 1: Open Device cellular/Network. Open device network settings and go to SIM/eSIM settings

Step 2: Add eSIM. Start eSIM setup

Step 3: Manual entry Enter the SMPD+ address to download the profile:
<https://cust-001-v4-prod-atl2.gdsb.net/>

- Don't use the Activation codes for this eSIM profile Flow.
- Make sure your device is connected to an internet.

Device settings examples:

iPhone (iOS): Settings → Cellular (or Mobile Data) → Add eSIM → Use QR Code → Enter Details Manually

Samsung Galaxy (Android): Settings → Connections → SIM Manager → Add eSIM / Add mobile plan → Scan QR code → Enter activation code

Google Pixel: Settings → Network & Internet → SIMs → + Add SIM / Set up eSIM → Download a SIM instead → Need help / Enter manually

Windows Laptop (eSIM PC): Start → Settings → Network & Internet → Cellular → eSIM profiles → Add new profile → Enter activation code

5. Cancel Service for eSIM Profiles

On the AT&T Control Center Home screen, select the **Marketplace** tile. From the left panel, select **Order History**.

Locate the package you want to cancel and confirm the **Package Name**.

From the Actions menu, select **Cancel Order**.

Allow up to 24 hours for the Virtual Profile option to be removed from the account.

Note: Only users with administrative access can cancel an ACC Marketplace package.

