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PXCX1 Latitude
Notebook

DELL PXCX1 Latitude Notebook User Guide

Contents

DELL PXCX1 Latitude Notebook

Specifications:

- **Product**: SIM/eSIM Setup Guide for Windows
- **Revision**: March 2024 Rev. A00

Product Information

Chapter 1: Install the SIM card and connect to the cellular network service

Install the SIM card:
Before starting, ensure your system is powered off. Avoid touching the SIM-card connectors to prevent damage due to static electricity.

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

Connect to a cellular data network for the first time:
Note that your WWAN-enabled computer does not come with cellular service pre-activated. You need to provide the device IMEI and ICCID to your WWAN service provider to activate the service.

Chapter 2: Connect to the cellular network service with eSIM

Set up eSIM:
An eSIM allows you to connect to the Internet using a cellular data connection without needing a physical SIM card from your mobile operator.

If your device supports eSIM, follow these steps:

1. Click Start > Settings > Network & Internet > Cellular.
2. Select the eSIM option from the drop-down list in the Cellular settings.

Notes, cautions, and warnings

- **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.

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 system.
- **CAUTION**: Do not install or remove the Subscriber Identity Module (SIM) card when your system is powered on.
- **NOTE**: The information provided in this guide is only applicable to computers installed with Windows 10 or Windows 11.
- **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.

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 www.dell.com/support and enter the model number in Search support.
3. Turn on the computer.
4. Click Start > Settings > Network & Internet > Cellular.

- NOTE: The name of your mobile operator is displayed next to the cellular network icon.
- NOTE: If the name of your mobile operator is not displayed next to the cellular network icon and the system supports dual SIM interfaces, select SIM option from the drop-down list.

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 cellular data network, see Cellular settings in Windows.

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. Some computers are shipped with embedded eSIM (dual-SIM) or with a plastic eSIM inserted.

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.

1. Click Start > Settings > Network & Internet > Cellular.
2. Select the eSIM option from the drop-down list in the Cellular window.
   NOTE: The drop-down list is only available for computers that support dual SIM interfaces. If only one SIM is supported, the drop-down list is not displayed.
3. Add an eSIM profile to your device (using for instance a QR activation code).

NOTE: For more information about how to add an eSIM profile, connect to cellular data using an eSIM profile, switch between profiles, or delete a profile, see Use an eSIM to get a cellular data connection on your Windows PC.

Activation or 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.

Table 1. Device information

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 Windows 10, click **Start** > **Settings** > **Network & Internet** > **Cellular** > **Advanced Options**. ● On Windows 11, click **Start** > **Settings** > **Network & Internet** > **Cellular** > **Mobile operator settings**. 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 Windows 10, click **Start** > **Settings** > **Network & Internet** > **Cellular** > **Advanced Options**. ● On Windows 11, click **Start** > **Settings** > **Network & Internet** > **Cellular** > **Mobile operator settings**. The ICCID is displayed.
eSIM ID (eID) **NOTE:** 1. For devices with dual SIM, select **eSIM** option from the drop-down list for **Use this SIM for cellular data**. 2. Not all devices support eSIM.	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. To find the eSIM ID: ● On Windows 10, click **Start** > **Settings** > **Network & Internet** > **Cellular** > **Manage eSIM profiles**. ● On Windows 11, click **Start** > **Settings** > **Network & Internet** > **Cellular** > **eSIM profiles**. 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

- Windows 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 Cellular settings in Windows.

Install the drivers

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

For more information about Drivers and Downloads, see KB article 000123347.

1. Go to **www.dell.com/support**.

2. Enter the Service Tag of your computer, and then click Submit.

   NOTE: If you do not have the Service Tag, use the auto-detect feature or manually browse for your computer model.

3. Click Drivers & downloads.

4. Click Find Drivers.

5. Select your operating system from the drop-down menu.

6. Select the driver for your mobile broadband card from the Modem/Communication category.

7. Click Download to download the driver on your computer.

8. Run the installer, and follow the installation instructions.

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 2. Self-help resources

Self-help resources	Resource location
Information about Dell products and services	**www.dell.com**
Tips	
Contact Support	In Windows search, type Contact Support, and press Enter.
Online help for operating system	**www.dell.com/support/windows** **www.dell.com/support/linux**
Access top solutions, diagnostics, drivers and downloads, and learn more about your computer through videos, manuals, and documents.	Your Dell computer is uniquely identified using 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 about how to find the Service Tag for your computer, see **Locate the Service Tag on your computer**.
Dell knowledge base articles	1. Go to **www.dell.com/support**. 2. On the menu bar at the top of the Support page, select **Support** > **Support Library**. 3. In the Search field on the Support Library 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**.
- **NOTE**: Availability of the services may vary depending on the country or region, and product.
- **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.

FAQ

Q: What should I do if I accidentally remove the SIM card when the system is powered on?
A: If you accidentally remove the SIM card while the system is powered on, immediately power off the computer and reinsert the SIM card correctly.

Q: Can I use a physical SIM card along with an eSIM on my device?
A: If your device supports both embedded eSIM and physical SIM card options, you can choose to activate and use either one based on your preference.

Documents / Resources

SIM/eSIM Setup Guide for Windows DELLTechnologies	**DELL PXCX1 Latitude Notebook** [pdf] User Guide PXCX1 Latitude Notebook, PXCX1, Latitude Notebook, Notebook

References

- **Dell - Dell Linux - Community Web**
- **Use an eSIM to get a cellular data connection on your Windows PC - Microsoft Support**
- **Dell - Dell Linux - Community Web**
- **User Manual**