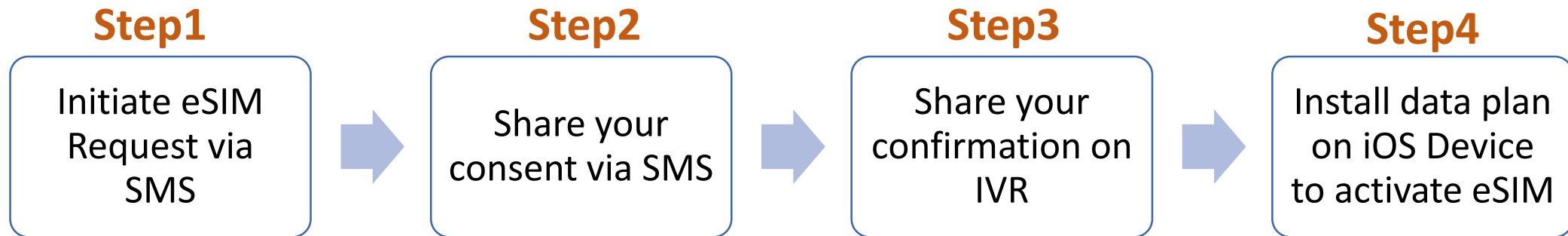


Convert your Physical SIM to eSIM or Transfer Jio eSIM from one device to another iOS device in 4 Easy Steps

Please Note :

1. It is mandatory to complete all 4 steps to activate eSIM on your iOS device. Please don't skip or avoid any step
2. If you are outside India, you need to send the SMS to +917018899999 instead of 199 for an eSIM request. To send SMS on +917018899999 in international roaming, you must have international roaming services or plan in order to send SMS and receive incoming calls on your Jio number that you wish to upgrade for eSIM. SMS and Incoming calls will be charged as per the applicable roaming rates in the visiting country.



If you wish to transfer eSIM from existing device to new iOS device, You must have your active eSIM device to initiate eSIM request via SMS

If you don't have your active Jio eSIM device with you,
Don't worry you can visit nearest Jio store with any Proof of Identity along with new iOS device for activating eSIM services



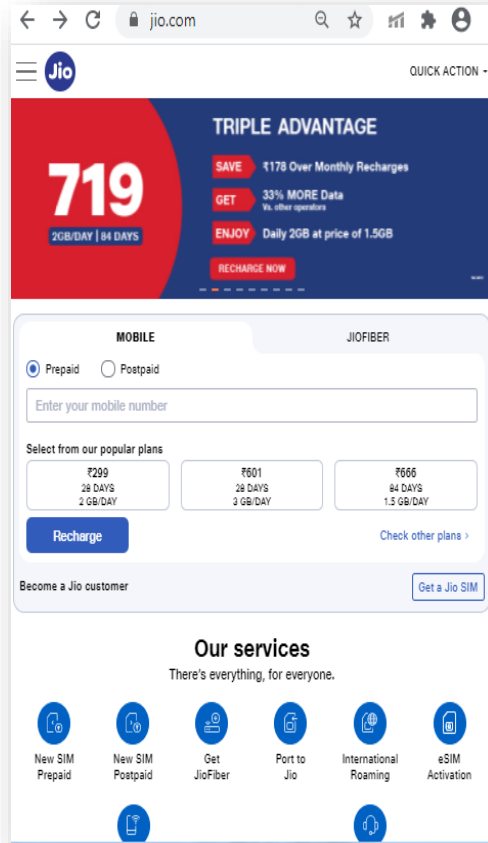
To start the eSIM process, Please ensure you have

- 1. An eSIM Compatible device**
- &**
- 2. Your email id registered for your Jio number**

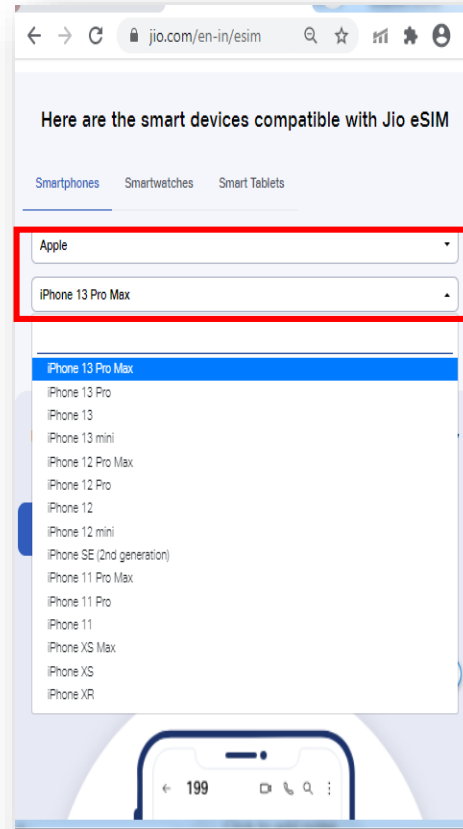


To check whether your device is compatible with eSIM

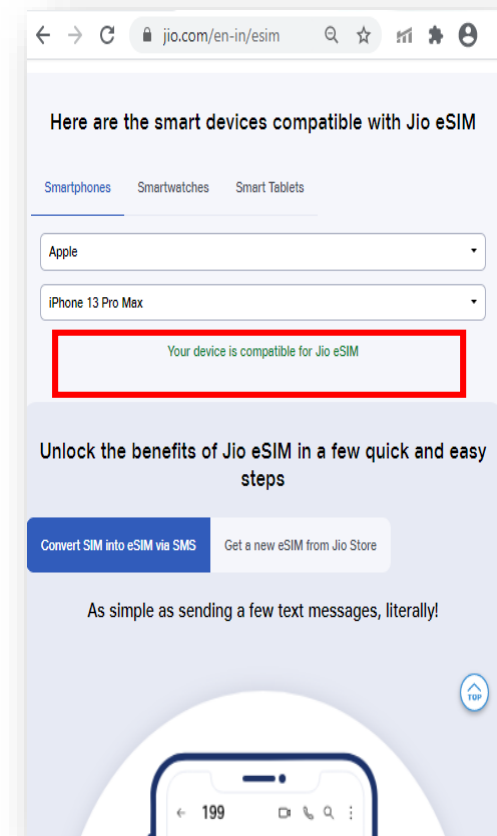
1. Go to
<https://www.jio.com/en-in/esim>



2. Select Your Device
make & model



3. Refer the
Compatibility Status



Now that you know, your device is compatible with Jio eSIM, let's move to the next step
Please note if your device is not compatible, You can use physical Jio SIM

Lets check if your email id is registered for your Jio number

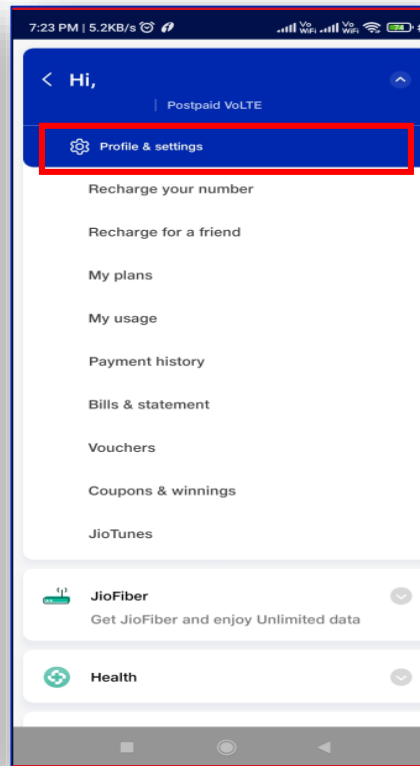
1. Open MyJio app



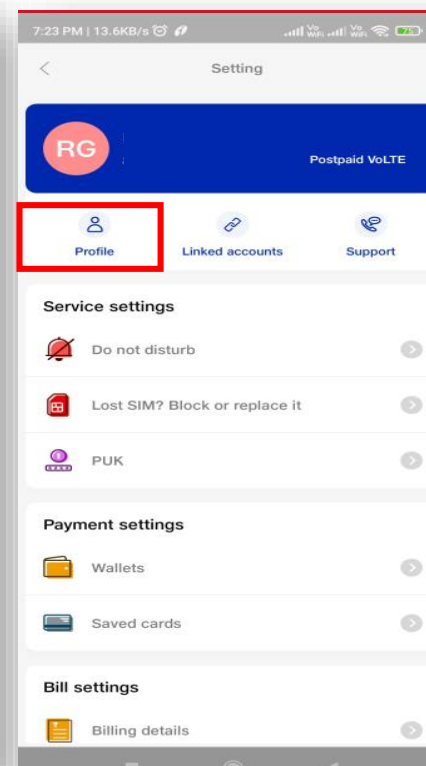
2. Click on Menu



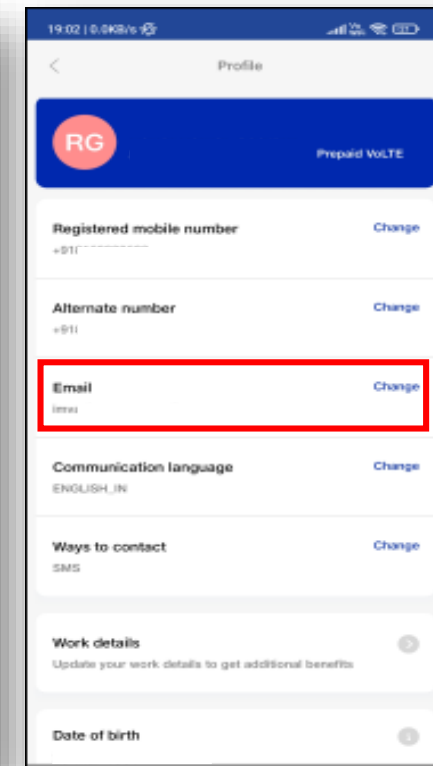
3. Tap on Profile and Settings



4. Tap on Profile

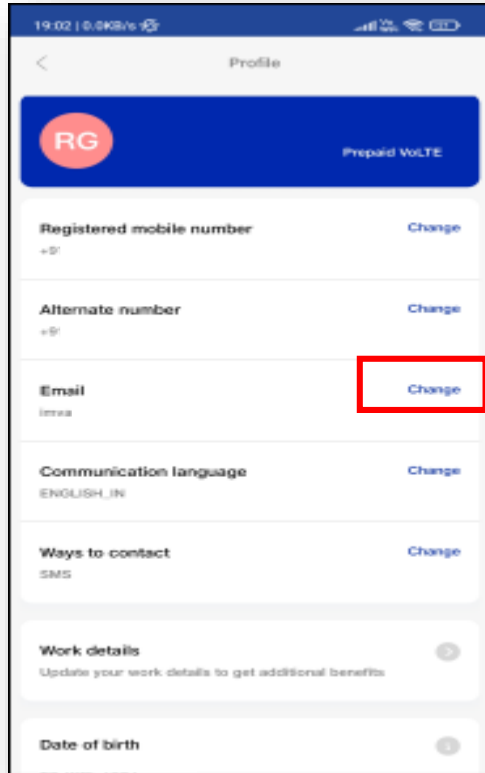


5. Check email id

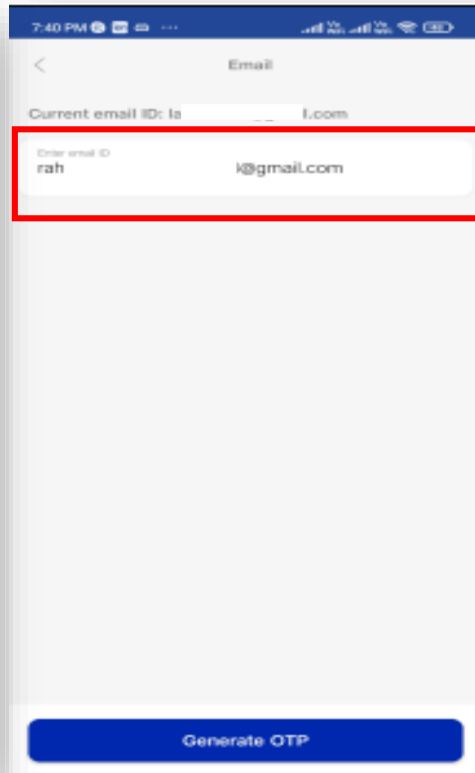


If email id is not registered or updated incorrectly

1. Tap on Change



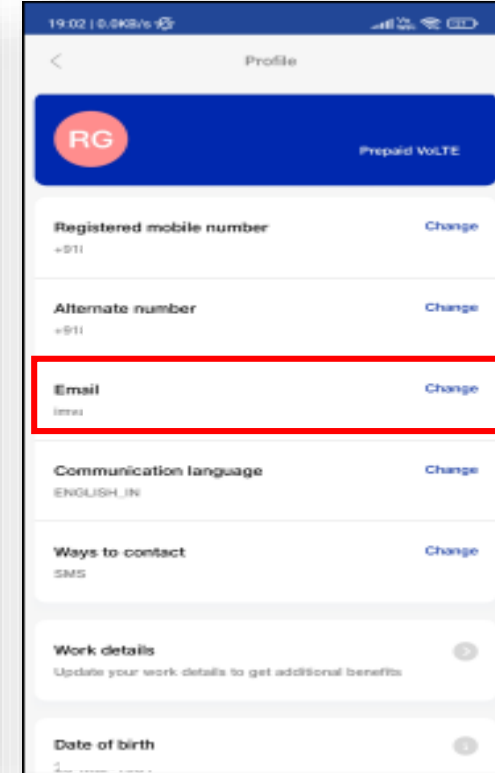
2. Enter correct email id



3. Enter OTP sent on new email id & Submit



4. Check new email id updated



Lets proceed to the next step

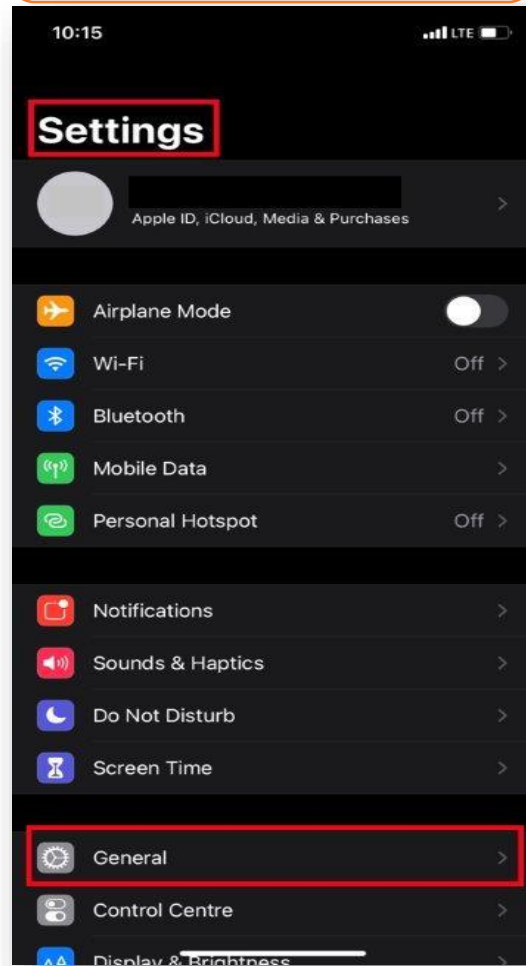
To initiate the 1st step, you need to have the EID Number and IMEI number of the device on which you wish to activate your Jio eSIM

We suggest you to please write down the EID number and IMEI number as they are lengthy and need to be sent via SMS

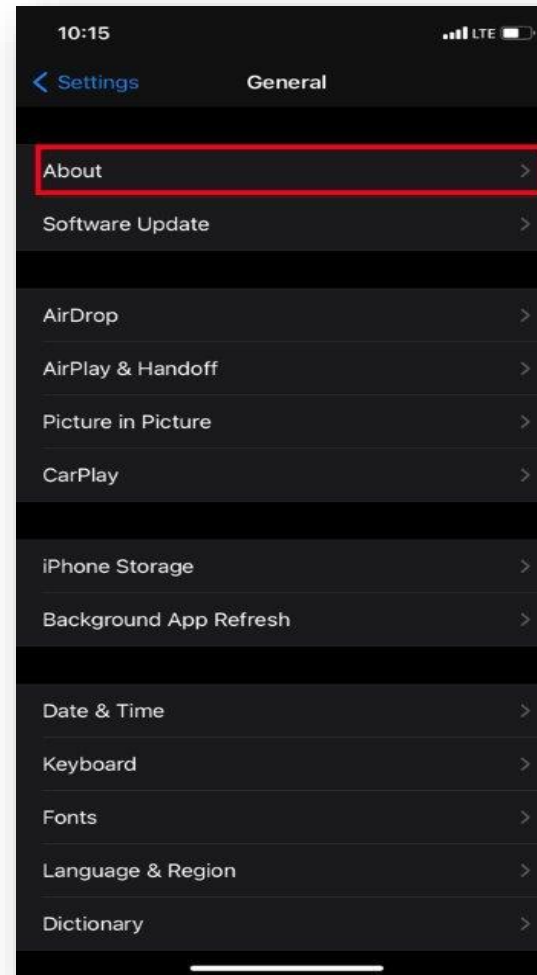


To find the EID number and IMEI number on your iOS device

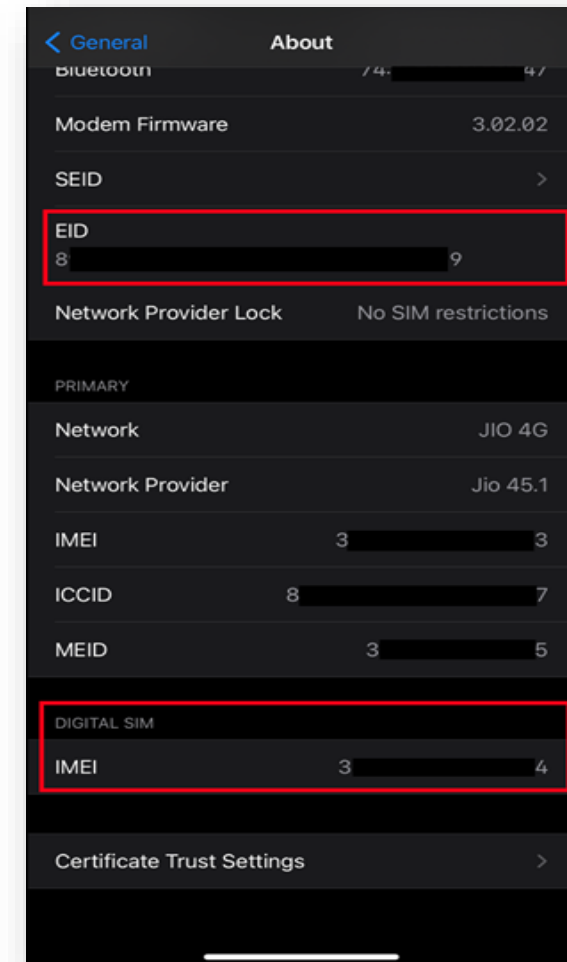
1. Go to Settings & Tap on General



2. Tap on About, Scroll down and you will see the 32 digit EID and 15 digit IMEI number



3. Write down 32 digit EID & 15 digit IMEI number under Digital SIM

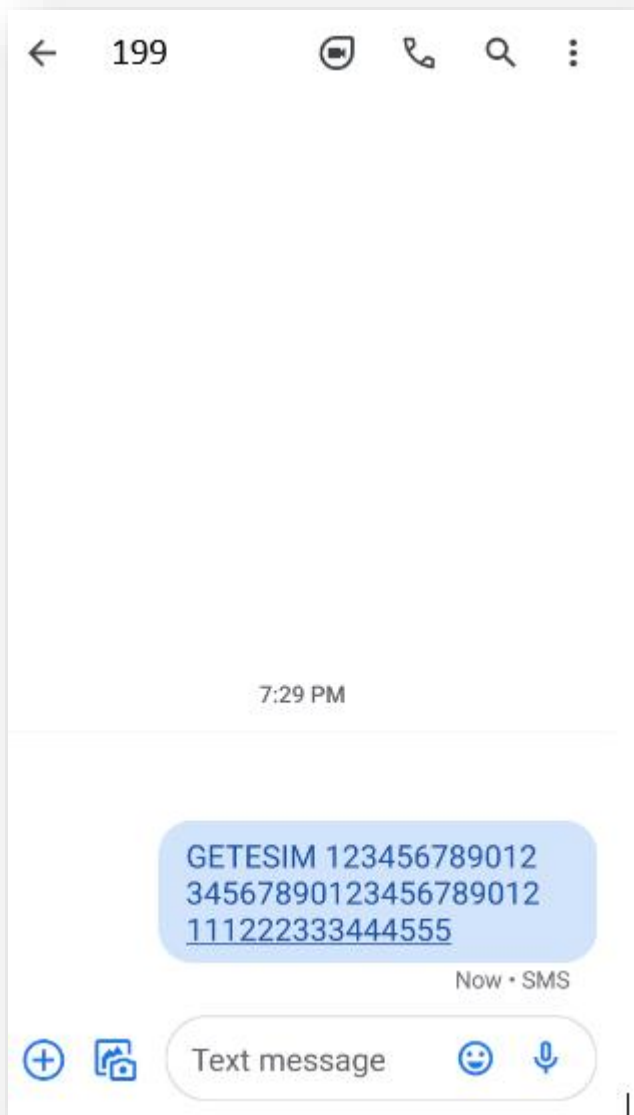


Now that you have the EID and IMEI number, let's begin with the eSIM activation

Please note, you have to complete all the steps to activate the eSIM on your device. Do not skip any step.

And ensure that your eSIM iOS device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.





Step 1

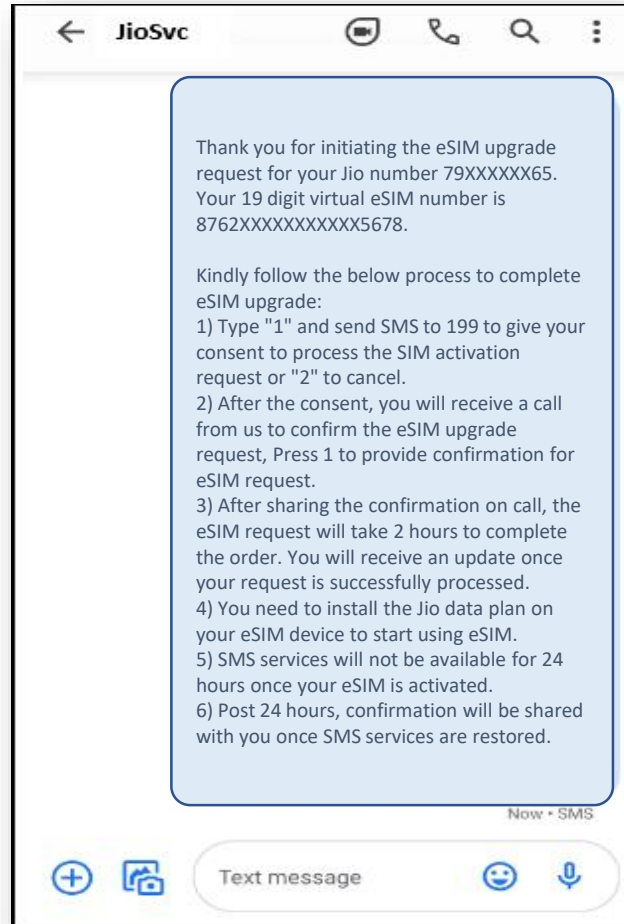
1. Open messages and compose a new SMS
2. Type **GETESIM <space><32 Digit EID><space><15 Digit IMEI>** and send to 199 from the Jio number you wish to upgrade to eSIM

If you get revert SMS asking to update your email id, please go ahead and update your email id in your account as suggested in the beginning of this document

Please note : If you are outside India, you need to send the SMS to +917018899999 instead of 199 for an eSIM request. To send SMS on +917018899999 in international roaming, you must have international roaming services or plan in order to send SMS and receive incoming calls on your Jio number that you wish to upgrade for eSIM.



Confirmation notification



- On sending the correct EID and IMEI number to 199, You will receive a confirmation SMS and email.

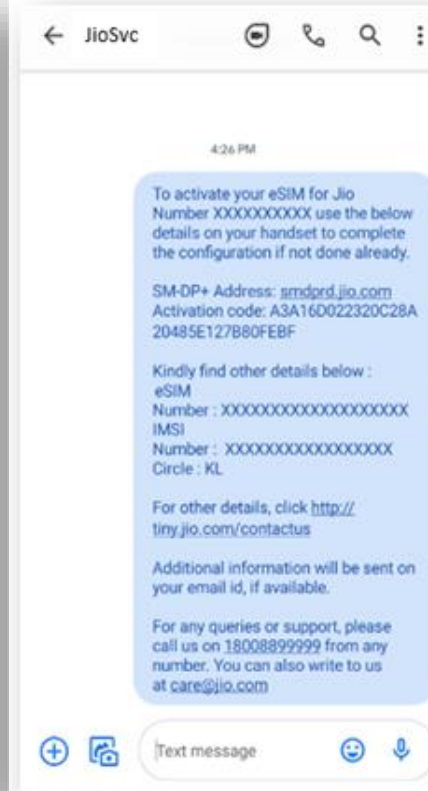
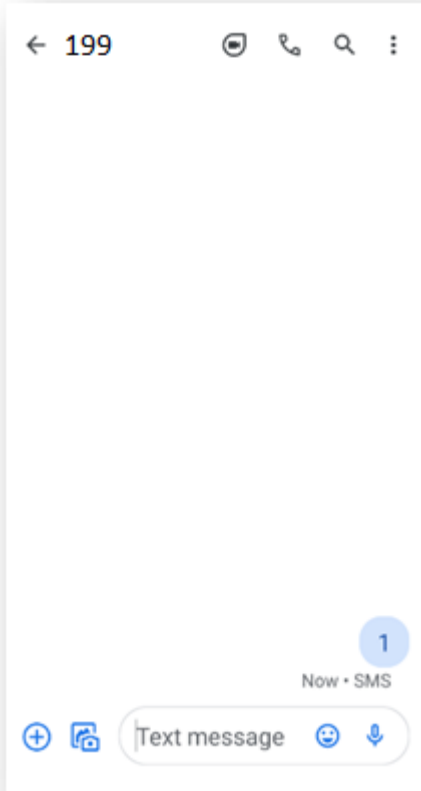
- If you get revert SMS or email asking to send correct EID and IMEI number, Please re-verify the EID and IMEI sent by you and resend the SMS as mentioned in Step 1 on previous page



SMS sent to 199

Notification

eSIM Activation Details



Step 2

1. Open message and compose a new SMS
2. Type 1 and send SMS to 199

If you are outside India, you need to send the SMS to +917018899999 instead of 199

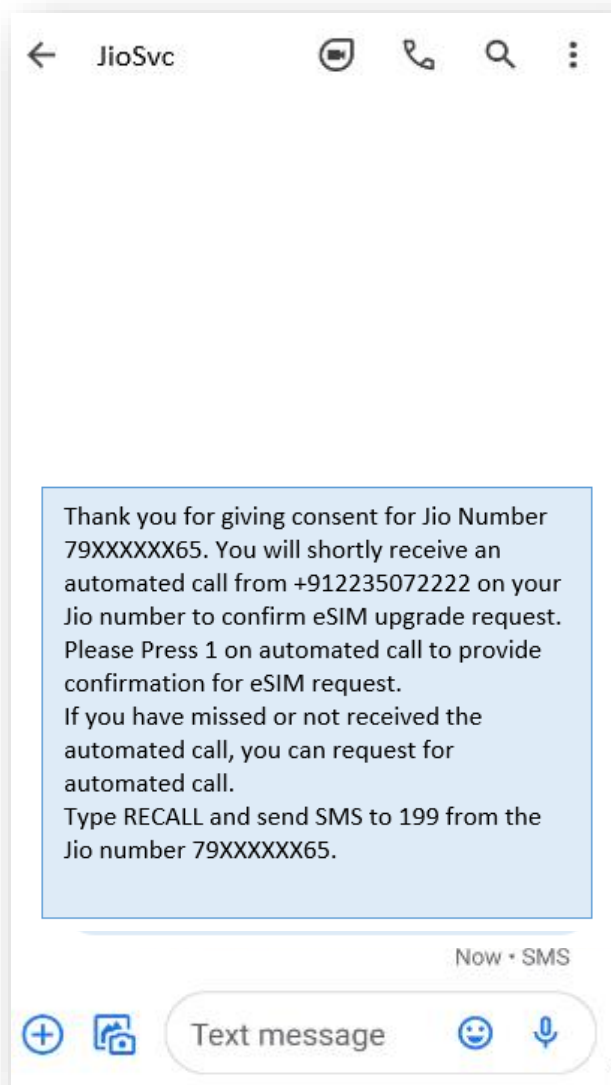
- On sending the consent SMS, You will receive the confirmation SMS and notification on iOS device mentioning that Jio Data Plan is ready to be installed.
- Please don't clear or delete or click on this notification at this time. You will need to use this only after completing the next few steps and not before that.
- In case you don't get this notification or have missed the same don't worry, You will also receive a SMS from us on your Jio number with your eSIM activation details.

If you wish to cancel your eSIM request for any reason

Type 8 and send to 199



Step 3



1. Within 10 minutes of sending consent SMS, you will receive a call from **+912235072222** on your Jio number asking for your consent to process eSIM request. Press 1 to share your consent on automated call.

2. After sharing consent on the IVR, a confirmation sms & email will be sent to you.

In case you have missed the IVR call or disconnected the same before you could share your consent, don't worry you can request for automated call.

Type RECALL and send sms to 199 from your Jio number

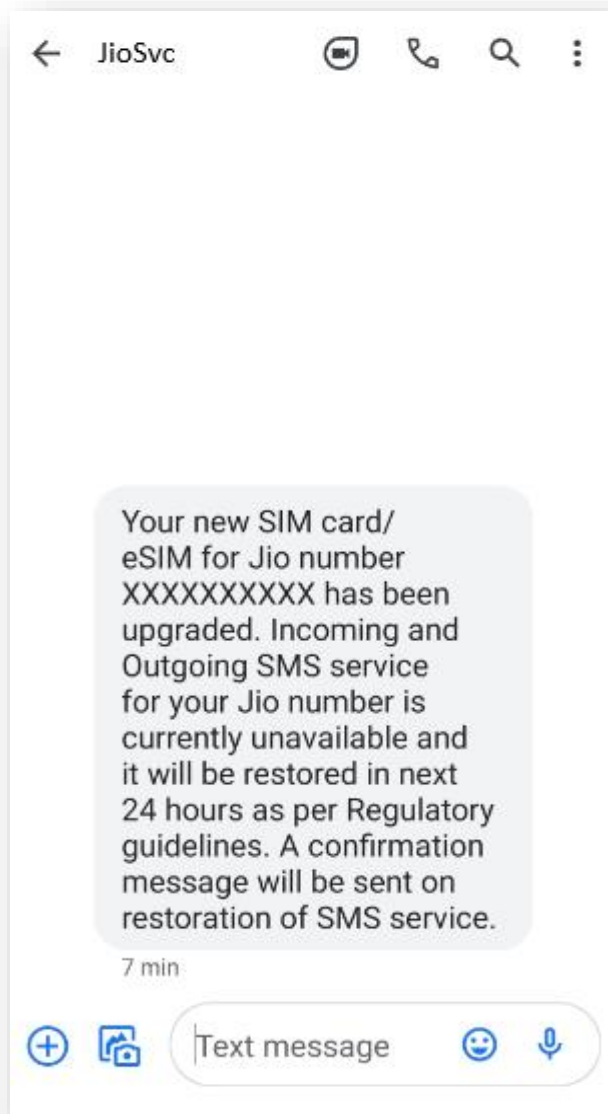
In case you don't get the IVR call within 10 minutes of sending the consent SMS, we suggest you check your missed call list as you may have not answered the call thinking it is a spam call or check if you have enabled spam blocking via your phones dialler or any 3rd party apps.



Post sharing your consent on IVR call, You will have to wait for 2 hours while we process your request

Please note that during this period, You will be able to use all the services of the Jio number on your existing SIM





As soon as you receive this SMS, your physical sim will stop working and your phone will show 'No Network'.



You are now just one step away from activating your new eSIM.

Please ensure that your new iOS device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.

To complete the activation process, you need to install a Data plan on your new iOS device.

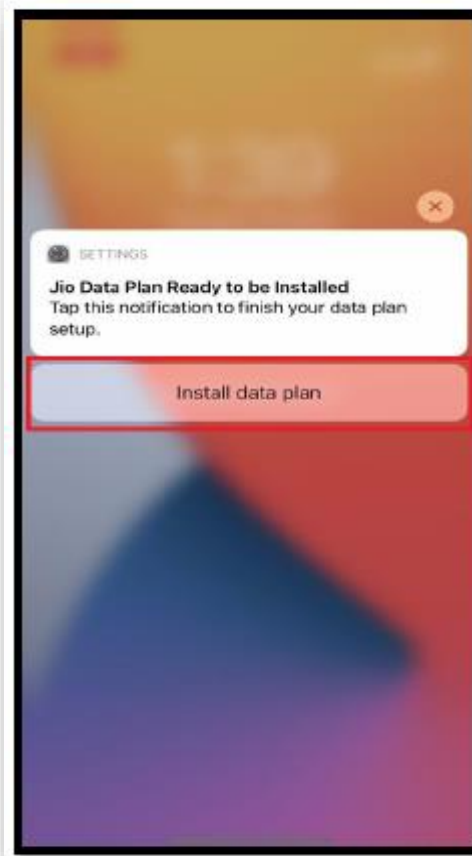


Step 4 – Option 1

1. On your iOS device, tap on the notification 'Jio Data Plan Ready to be Installed'.



2. Click on Install Data Plan



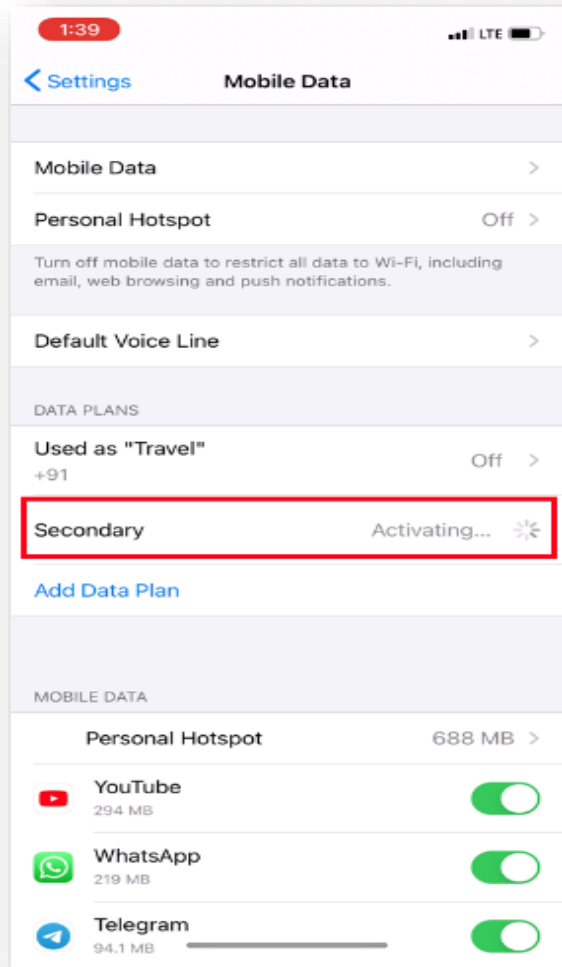
3. Tap on Continue



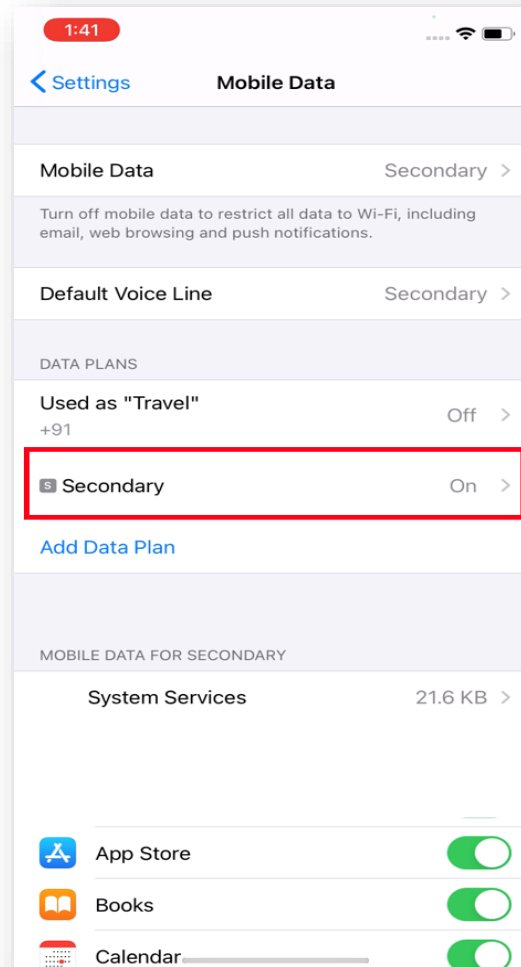
The images shown here are for illustrative purposes only and may change with updates to the device operating software



Please wait while the selected
Data plan addition is in progress,
It will take few seconds



Your Jio eSIM will get successfully
activated and will reflect under
Mobile Data



You can start using voice and
data services on your iOS
device now



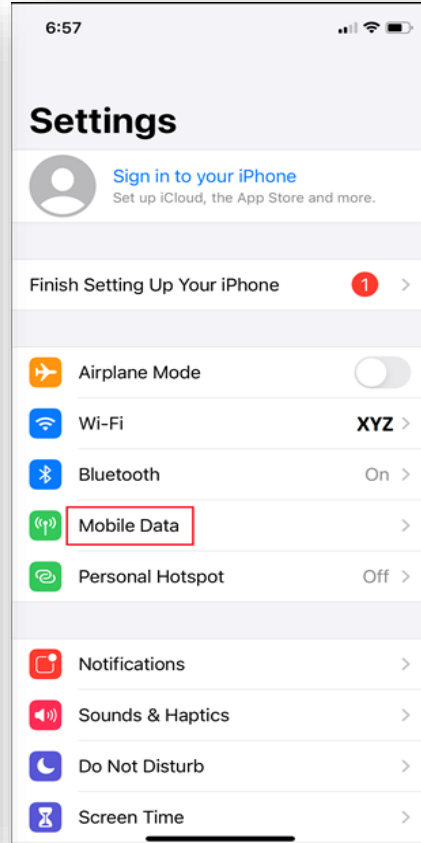
Step 4 – Option2

If you have not received the Notification for profile configuration or cleared it, Don't worry, You can do it from settings option of your device

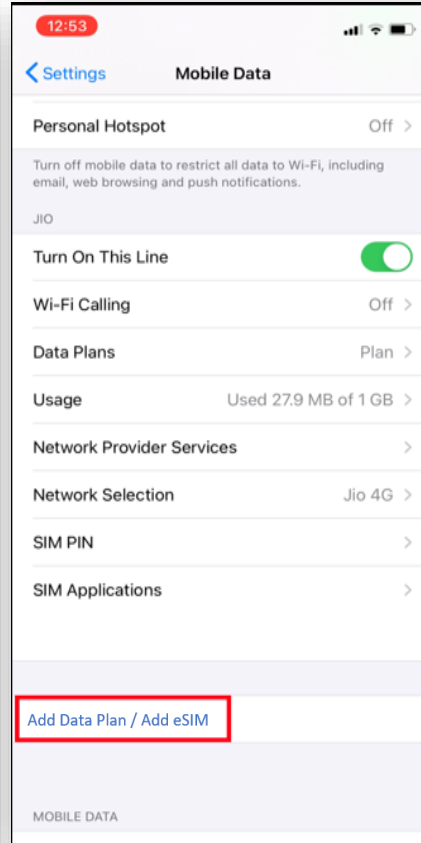
1. Open Settings



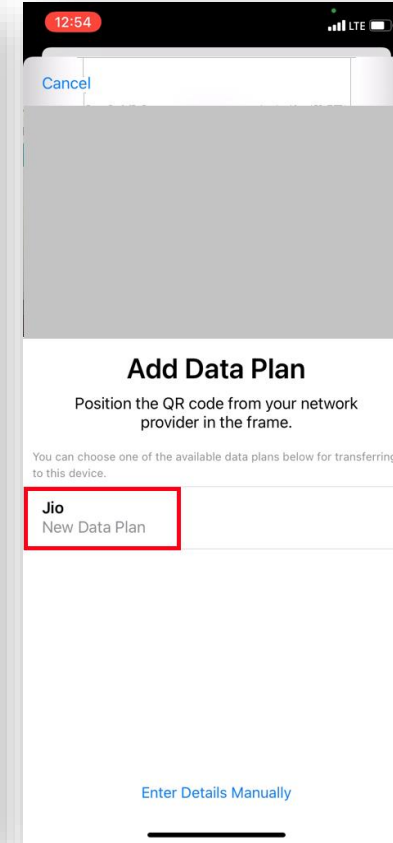
2. Select Mobile Data



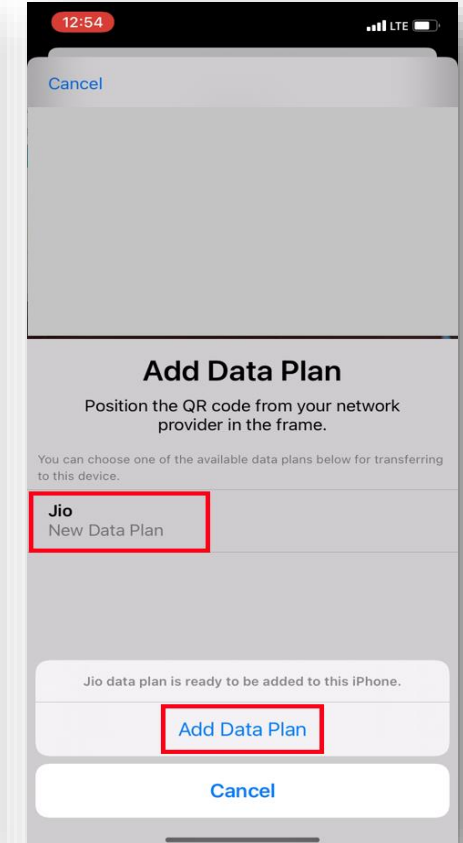
3. Tap on Add Data Plan/ Add eSIM



4. Select Jio



5. Select Add Data Plan



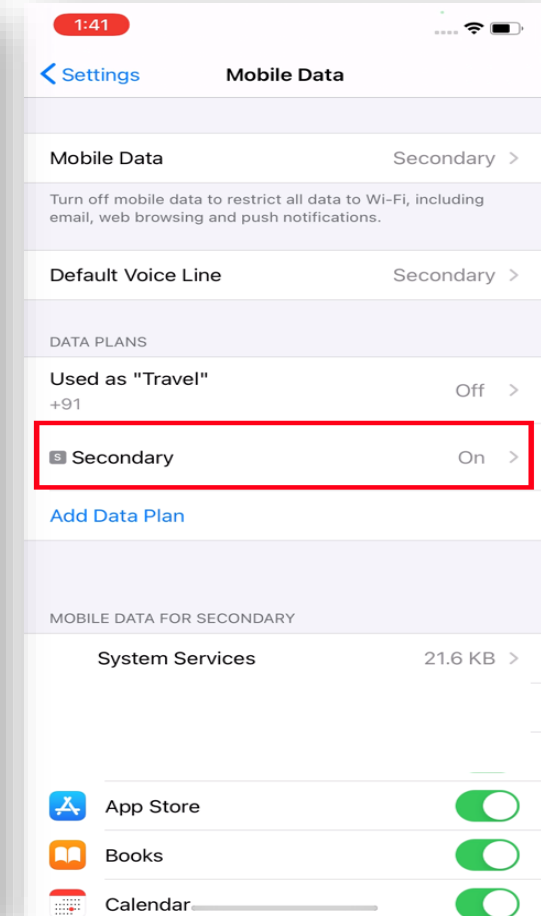
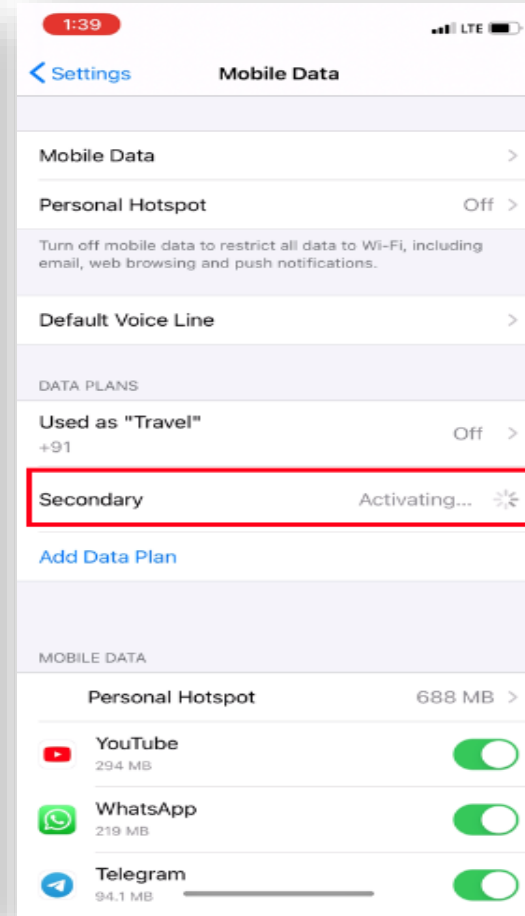
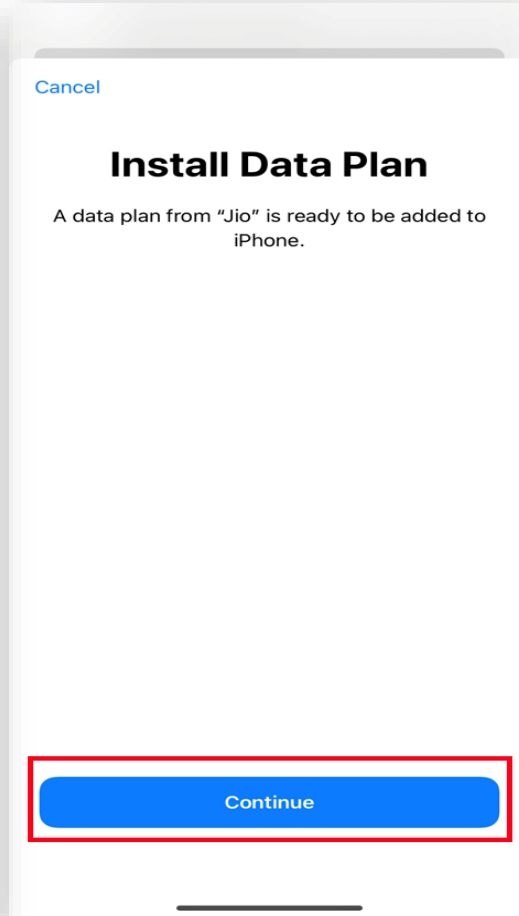
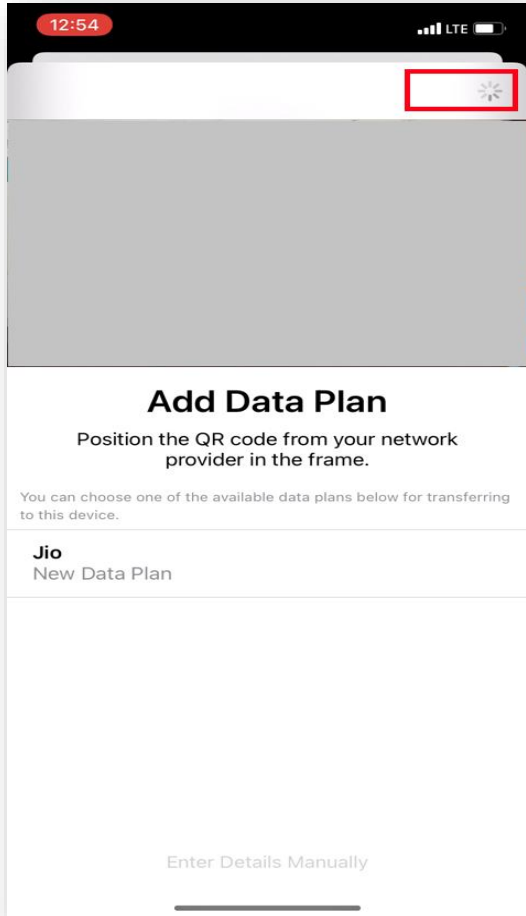
The images shown here are for illustrative purposes only and may change with updates to the device operating software

Please wait while the selected Data plan addition is in progress, It will take few seconds

Tap on Continue

Your Jio eSIM will get successfully activated and will reflect under Mobile Data

You can start using voice and data services on your iOS device now

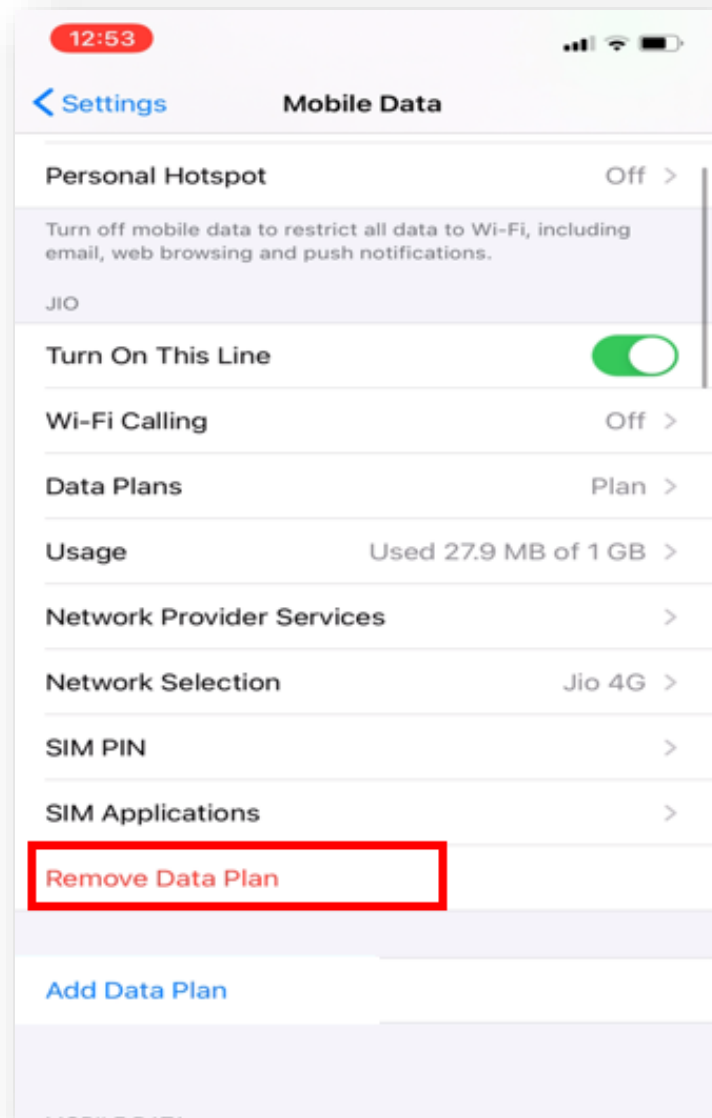


For any assistance with eSIM profile activation, Please call us on 199 from any Jio number or call 18008899999 from non Jio number

Please Note:

As per regulatory guidelines SMS services on your Jio number will be not be available for 24 hours post eSIM upgrade





Important Information

Please make sure that you never select “**Remove Data Plan**” as this will permanently delete the eSIM profile from your device and all the services of Jio eSIM will stop working.

If you have unknowingly Removed the Data Plan then please visit your nearest Jio Store with your Proof of Identity to place a new request for eSIM. Unfortunately, in this case it will not be possible to configure the new eSIM using the SMS process.



Thank You!

