## Convert your Physical SIM to eSIM or Transfer Jio eSIM from one device to Samsung device in 5 Easy Steps

**Please Note** : It is mandatory to complete all 5 steps to activate eSIM on your Samsung device

Please don't skip or avoid any step



If you wish to transfer eSIM from existing device to Samsung 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 Samsung device for activating eSIM services

### To start the eSIM process, Please ensure you have

### 1. An eSIM Compatible device &

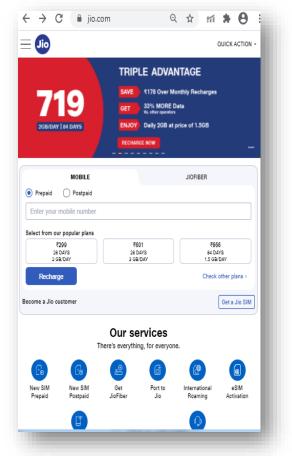
### 2. Your email id registered for your Jio number



#### To check whether your device is compatible with eSIM

2. Select Your Device

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



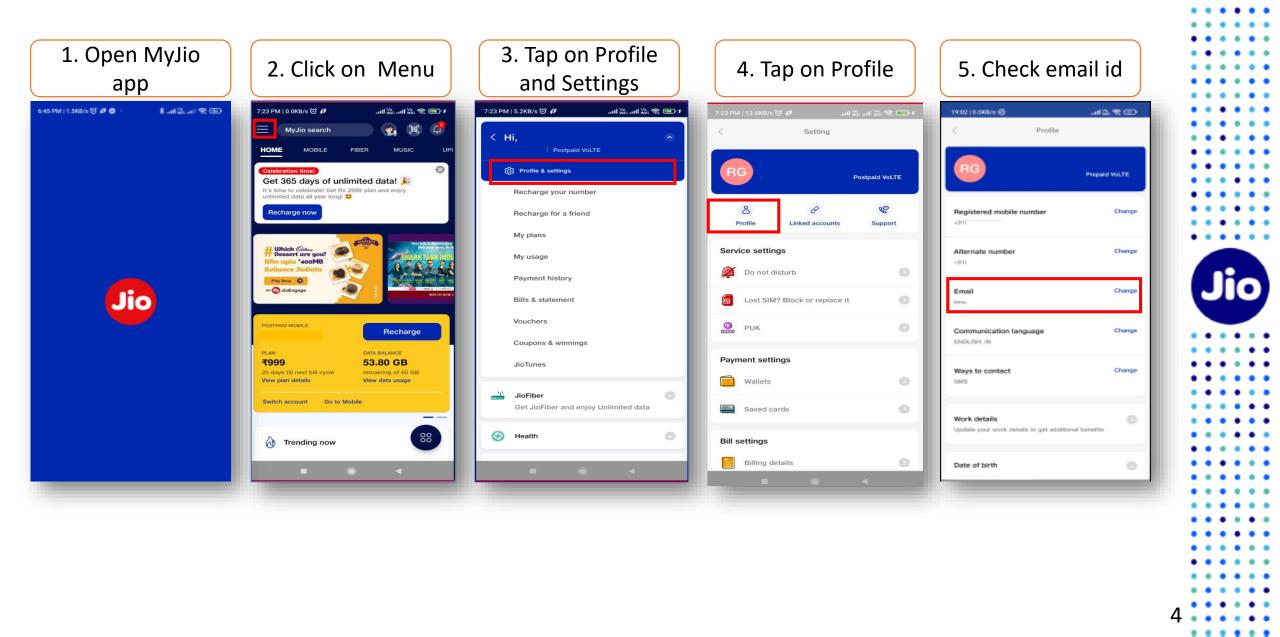
#### make & model $\leftarrow \rightarrow C$ $\triangleq$ jio.com/en-in/esim $\bigcirc \Rightarrow$ Here are the smart devices compatible with Jio eSIM Smartphones Smartwatches Smart Tablets Apple iPhone 13 Pro Max iPhone 13 Pro Max iPhone 13 Pro iPhone 13 iPhone 13 mini iPhone 12 Pro Max iPhone 12 Pro iPhone 12 iPhone 12 mini iPhone SE (2nd generation iPhone 11 Pro Max iPhone 11 Pro iPhone 11 iPhone XS Max iPhone XS iPhone XR 199 $\Box \& Q$

### 3. Refer the **Compatibility Status** २ ☆ ₥ 🛊 \varTheta ← → C 🔒 jio.com/en-in/esim Here are the smart devices compatible with Jio eSIM Smartphones Smartwatches Smart Tablets Apple iPhone 13 Pro Max Your device is compatible for Jio eSIM Unlock the benefits of Jio eSIM in a few quick and easy steps Get a new eSIM from Jio Store Convert SIM into eSIM via SMS As simple as sending a few text messages, literally! TOP <199 ⊡ % Q :

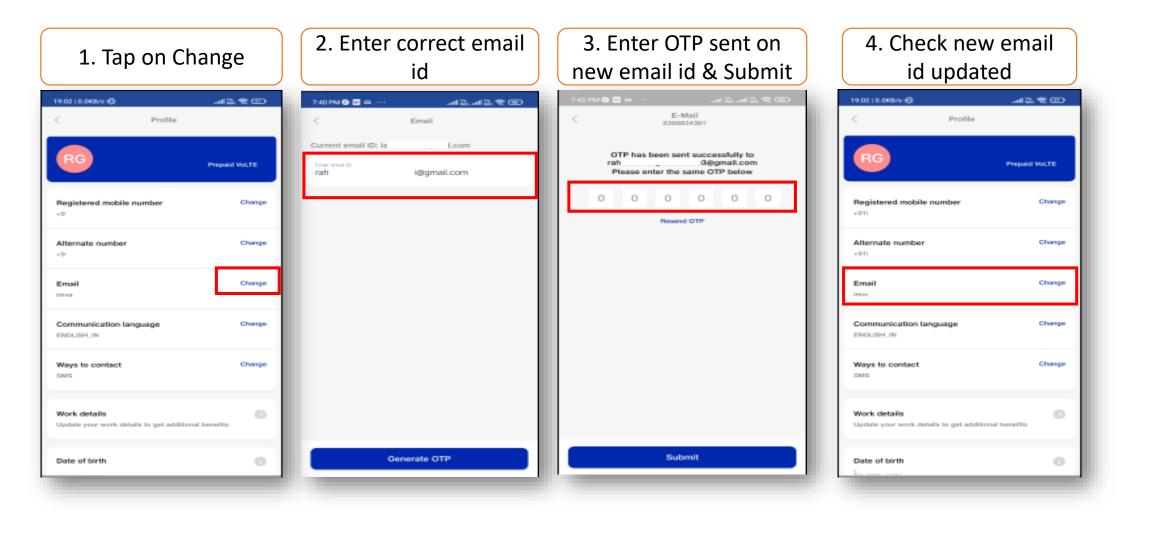
Now that you know, your device is compatible with Jio eSIM, lets move to the next step Please note if your device is not compatible, You can use physical Jio SIM



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



If email id is not registered or updated incorrectly





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#### Lets proceed to the next step

To initiate the 1<sup>st</sup> 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 Samsung device

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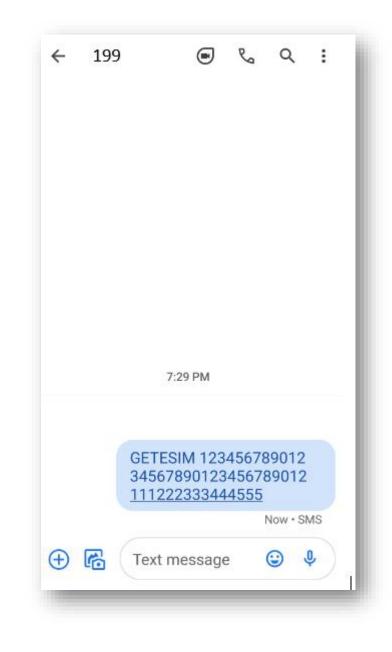
1. Go to Settings & Tap on About Phone		2. You will find 15 digit number in IMEI (eSIM) field, Now Tap on Status	3. You will find 32 digit EID number in EID field, Please write down IMEI (eSIM) & EID number	
11:18	20e 3574 =	11:18	11:52 ▲ 후 달 개약 세 율	
Sett	ings Q 🕒	< About phone Q	< Status	
			SIM card status	
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ଡ	Battery, Storage, Memory, Security	Phone number	89 13	
::	Apps Default apps, Permission manager	Nodel number R W	IP address	
	a	IMEI 3 9	Wi-Fi MAC address	
*	General management Language and input, Date and time, Reset	IMEI (eSIM) 3	Unavailable	
×	Accessibility Voice Assistant, Mono audio, Assistant menu	Status View the SIM card status, IME, and other information.	Bluetooth address 7 9	
		Legal information	Ethernet MAC address Unavailable	
C)	Software update Download updates, Last update	Regulatory information	Serial number	
•	Tips and user manual What's new, Smart ideas, User manual	Software information		
	About phone	View the currently installed Android version, baseband version, kernel version, balld number, and more.	Up time 00:01:04	
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Now that you have the EID and IMEI number, lets 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 Samsung device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.



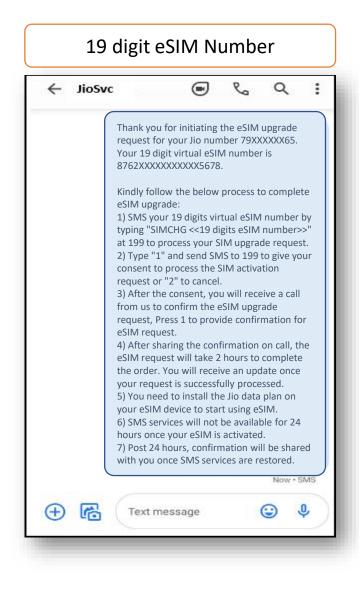


1. Open messages and compose a new SMS

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



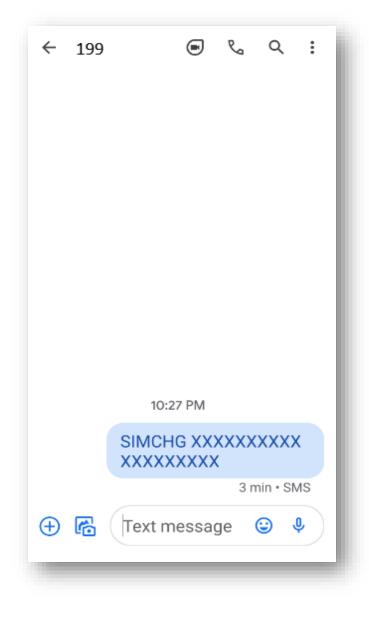


- On sending the correct EID and IMEI number to 199, You will also receive a 19 digit virtual eSIM number via SMS on your Jio number.

Please note 19 digit virtual eSIM number will also be sent on your registered e-mail id.

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





1. Copy the 19 digit eSIM number from the SMS sent on your Jio number

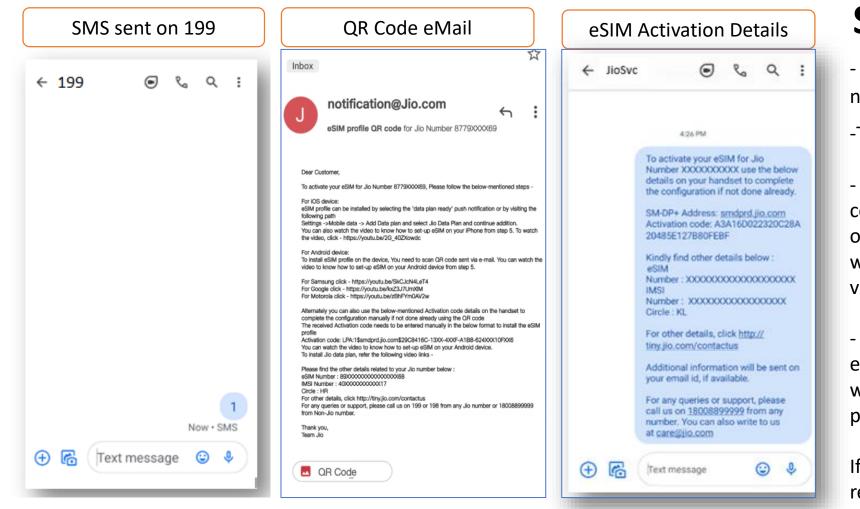
2. Open messages and compose a new SMS

3. Type SIMCHG <space><paste or enter 19 digit eSIM Number> and send to 199

On sending the correct eSIM SMS, you will receive a confirmation SMS & email

If you get a SMS & email asking to send correct eSIM number, Please re-verify the eSIM number and resend the SMS to 199





- Open Messages and compose a new SMS
- -Type **1** and send to 199

- On sending the consent SMS, a confirmation SMS & QR code email on your registered e-mail id. You will also get activation code details via SMS on your Jio number.

- Please don't delete the QR Code email or Activation code SMS, You will require it later to install eSIM profile on your device

If you wish to cancel your eSIM request for any reason

Type 2 and send to 199



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Thank you for giving consent for Jio Number 79XXXXX65. You will shortly receive an automated call from +912235072222 on your							
7 a	9XXXXXX65. Yo utomated call f	ou will shortly from +91223	/ receive 507222	2 on yo			
7 Ji P c	9XXXXXX65. Yo utomated call f io number to co lease Press 1 o onfirmation for	ou will shortly from +91223 onfirm eSIM n automated r eSIM reque	y receive 507222 upgrade I call to st.	2 on you e reques provide	st.		
7 Ji P C If	9XXXXXX65. Yo utomated call f io number to co Please Press 1 o	ou will shortly from +91223 onfirm eSIM n automated r eSIM reque ed or not rec	y receive 507222 upgrade I call to st. ceived tl	2 on you e reques provide	st.		
7 Ji P C If a T	9XXXXX65. Yo outomated call f io number to co Please Press 1 of onfirmation for f you have miss outomated call,	ou will shortly from +91223 onfirm eSIM n automated r eSIM reque ed or not requ you can requ d send SMS t	y receive 507222 upgrade I call to st. ceived th uest for	2 on you e reques provide ne	st.		
7 Ji P C If a T	9XXXXX65. Yo utomated call f io number to co Please Press 1 of onfirmation for f you have miss utomated call, utomated call. Ype RECALL and	ou will shortly from +91223 onfirm eSIM n automated r eSIM reque ed or not requ you can requ d send SMS t	y receive 507222 upgrade I call to st. ceived th Jest for to 199 fr	2 on you e reques provide ne	st.		

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 3<sup>rd</sup> 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



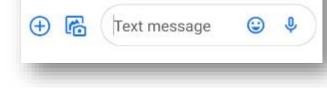
#### ← JioSvc 💿 🗞

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Your new SIM card/ eSIM for Jio number XXXXXXXXX has been upgraded. Incoming and Outgoing SMS service for your Jio number is currently unavailable and it will be restored in next 24 hours as per Regulatory guidelines. A confirmation message will be sent on restoration of SMS service.

7 min



As soon as you receive this SMS, Your existing 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 Samsung device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.

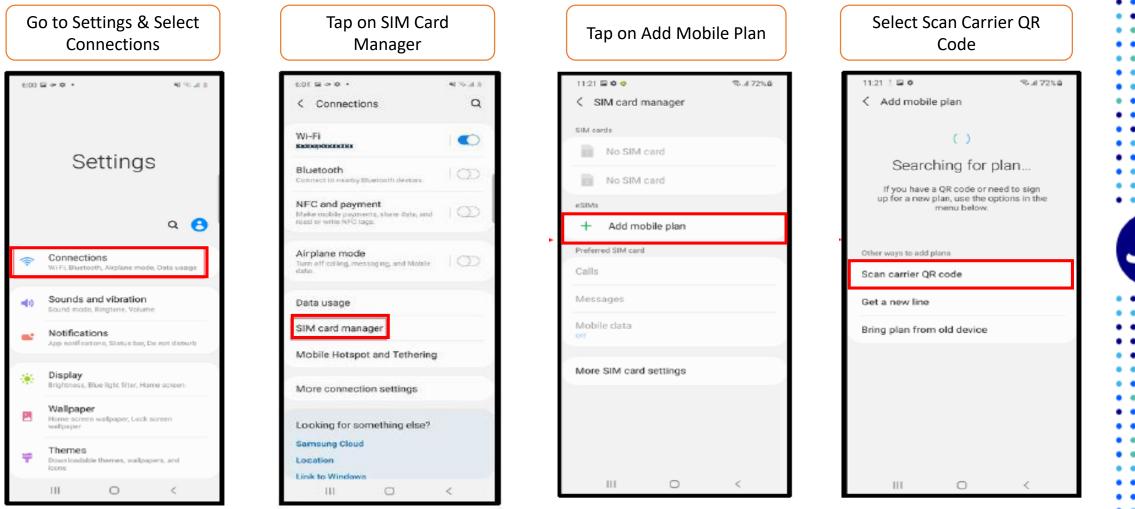
To complete the activation process, you need to configure eSIM profile using activation code on your Samsung device.





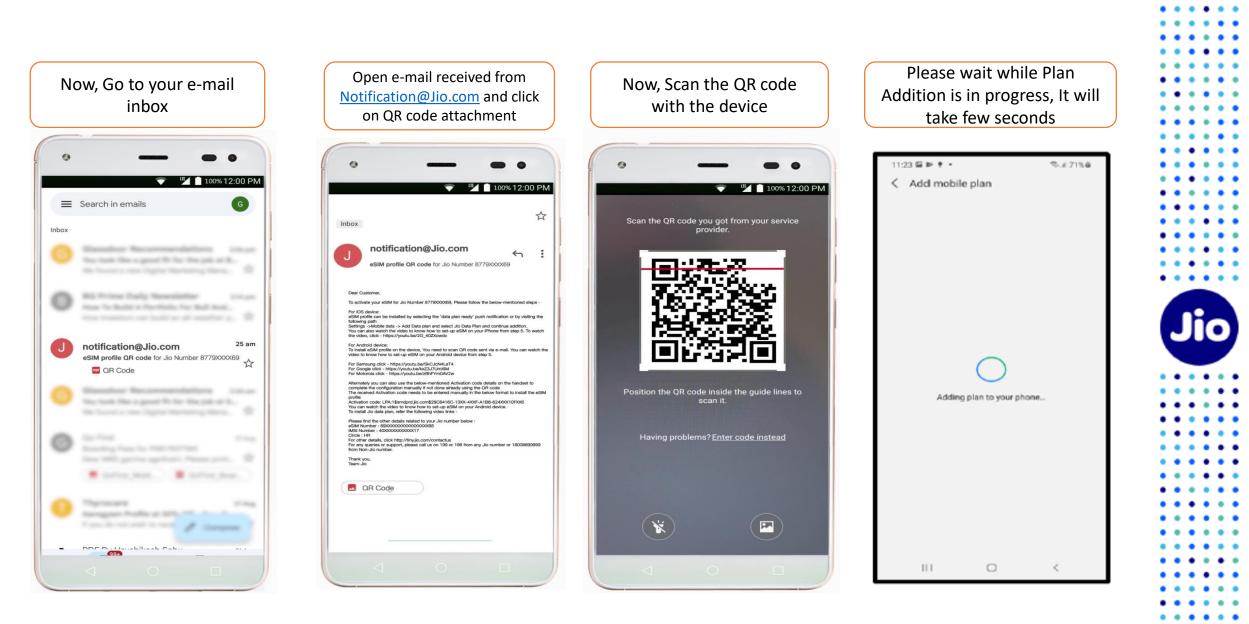
16

## Step 5 – Option 1 (Using QR Code)



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

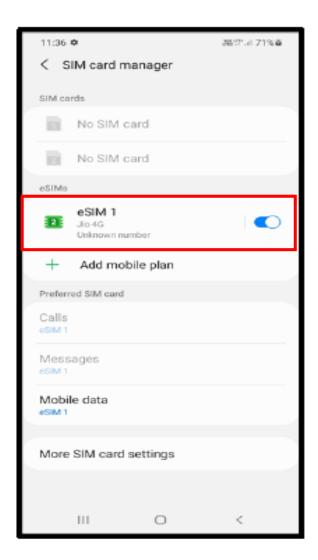
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The images shown here are for illustrative purposes only and may change with updates to the device operating software

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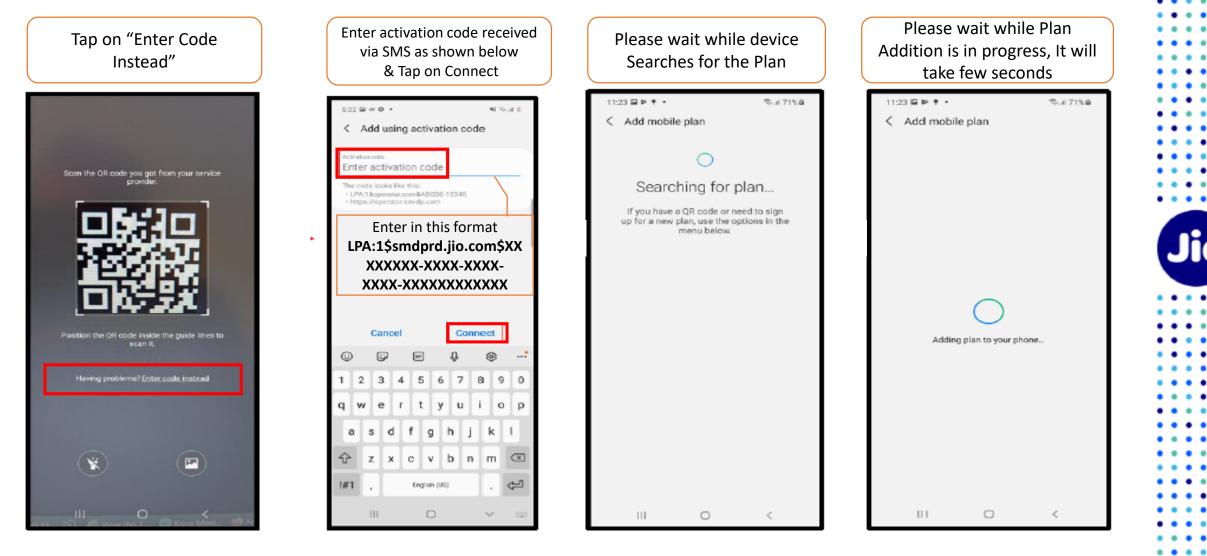
After Plan addition is completed, Jio eSIM gets successfully activated and reflects under SIM card manager.

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

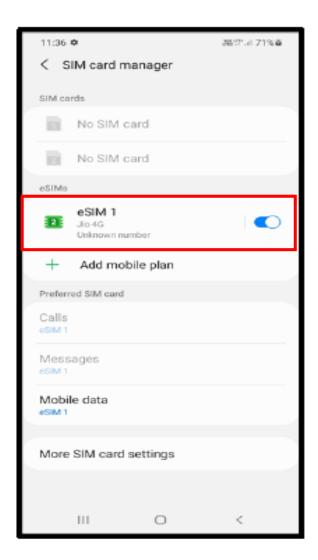


# Step 5 – Option 2 (Using Activation Code)

If you are unable to SCAN QR CODE for any reason, Follow below mentioned steps -



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



After Plan addition is completed, Jio eSIM gets successfully activated and reflects under SIM card manager.

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 if you have both SIM cards inserted in SIM1 and SIM2 slots, then SIM2 will be turned off to enable eSIM.

To turn on Jio eSIM

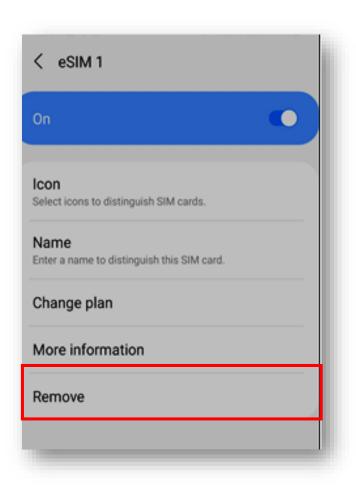
Tap on OK to enable eSIM on your Samsung device



### **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 don't click on "Remove" option as this will permanently delete your eSIM profile and you will not able to use any Jio services.

- If you have unknowingly clicked on **Remove** then please visit your nearest Jio Store with your Proof of Identity along with Samsung device 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!

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