

Convert your Physical SIM to eSIM or Transfer Jio eSIM from one device to another device in simple and easy Steps

Please Note: It is mandatory to complete all 5 steps to activate eSIM on your device. Please don't skip or avoid any step



If you wish to transfer eSIM from an existing device to a new device, you must have your active eSIM device to initiate the eSIM request via SMS

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



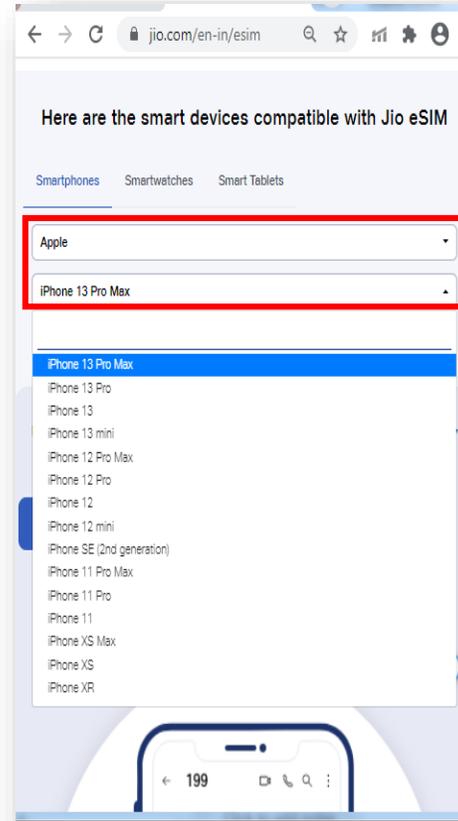
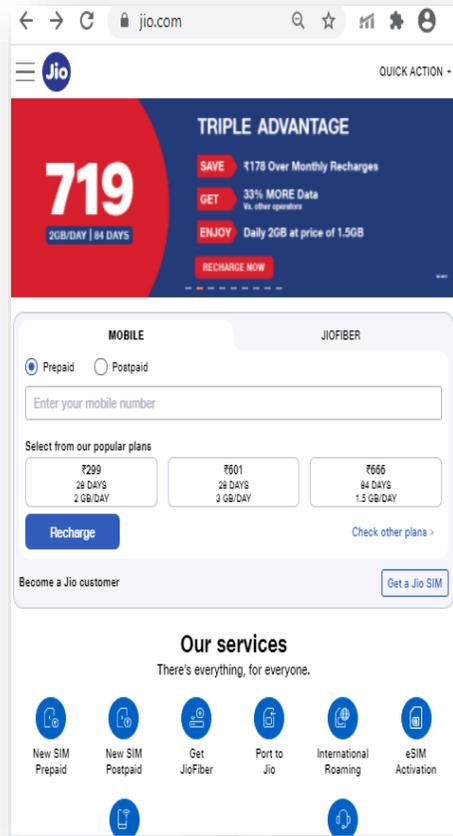
To check whether your device is compatible with eSIM

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, 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

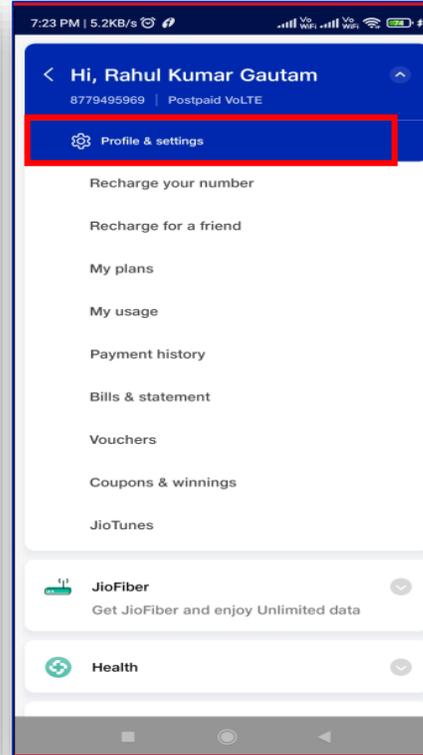
1. Open MyJio app



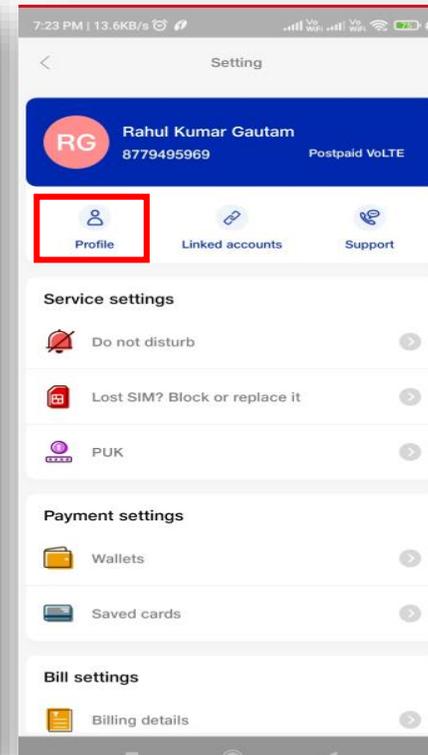
2. Click on Menu



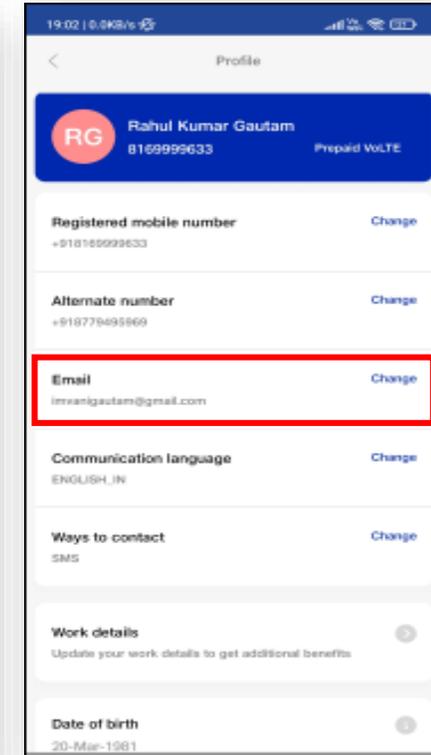
3. Tap on Profile and Settings



4. Tap On Profile

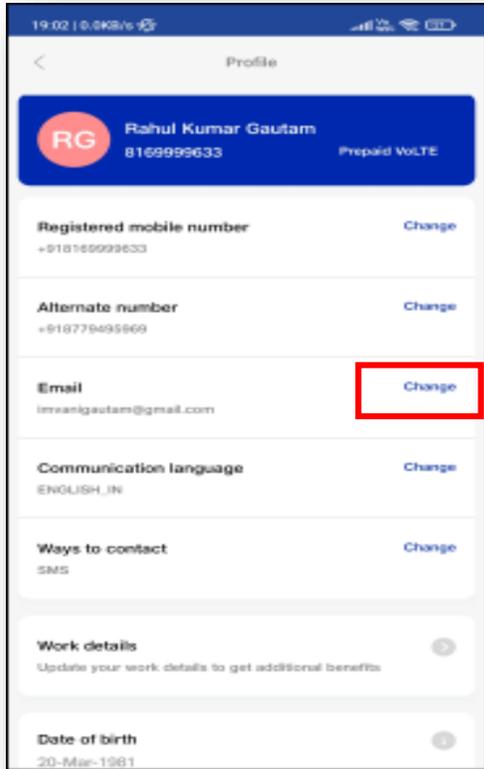


5. Check email id

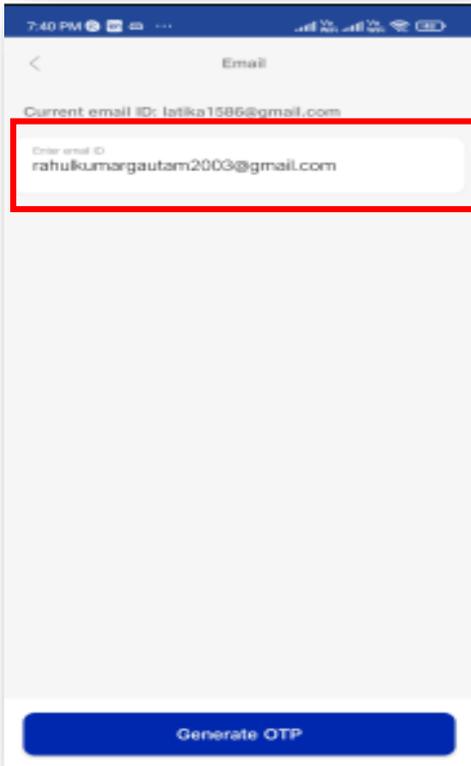


If email id is not registered or updated incorrectly

1. Tap on Change



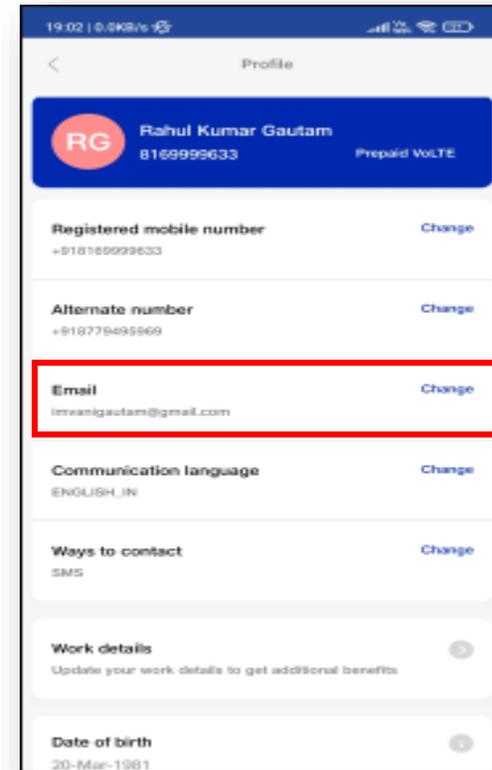
2. Enter correct email id



3. Enter OTP sent on new email id & Submit



4. Check new email id updated



Lets proceed to the next step

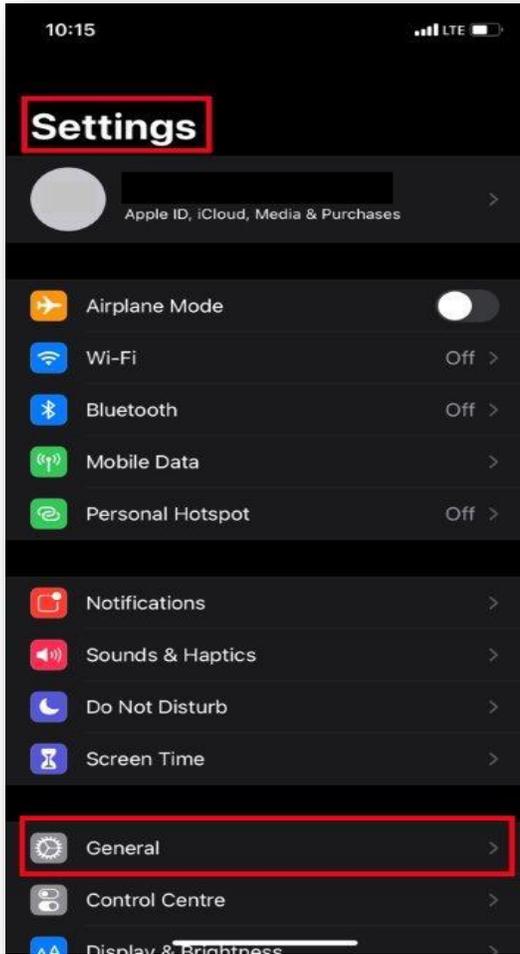
To initiate the 1st step, you need to have the EID Number and IMEI number of the device on which you wish to activate your Jio eSIM

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

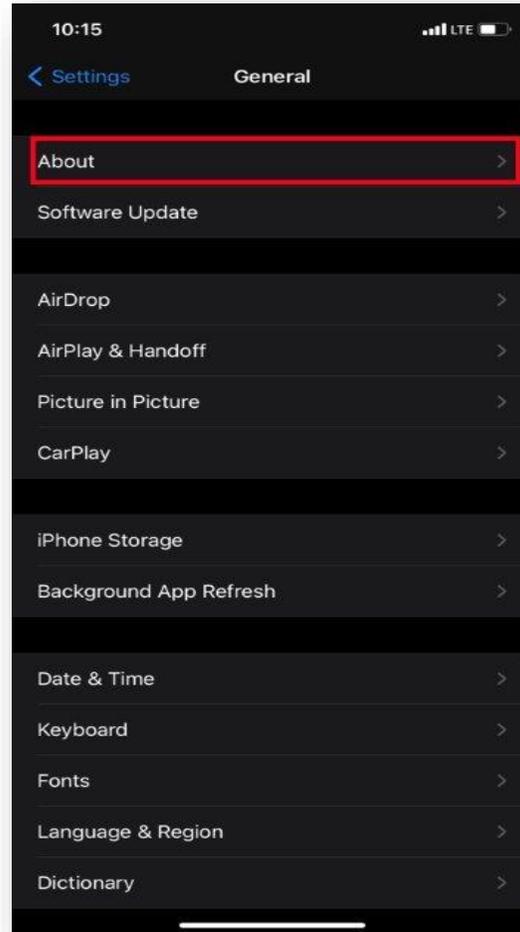


To find the EID number and IMEI number on your iOS device

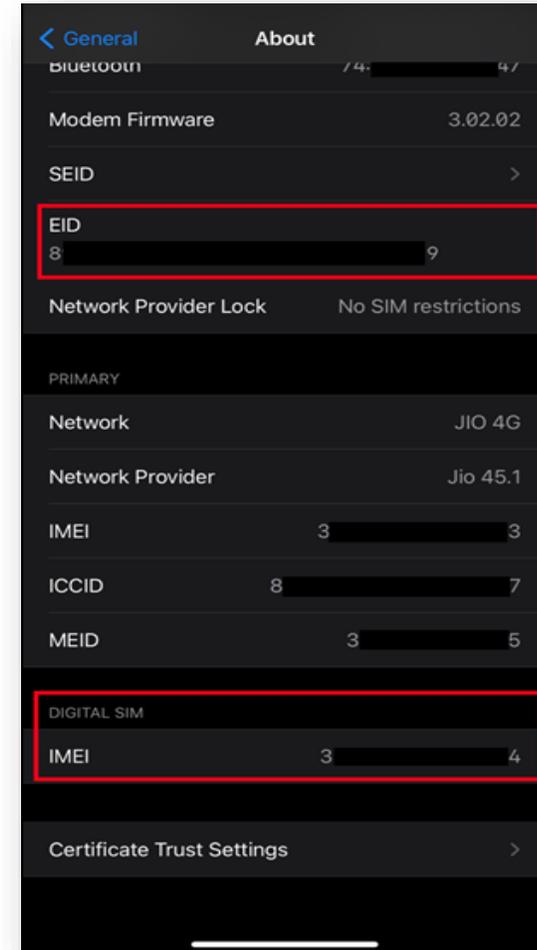
1. Go to Settings & Tap on General



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



For any other device, dial ***#06#** to know EID and IMEI

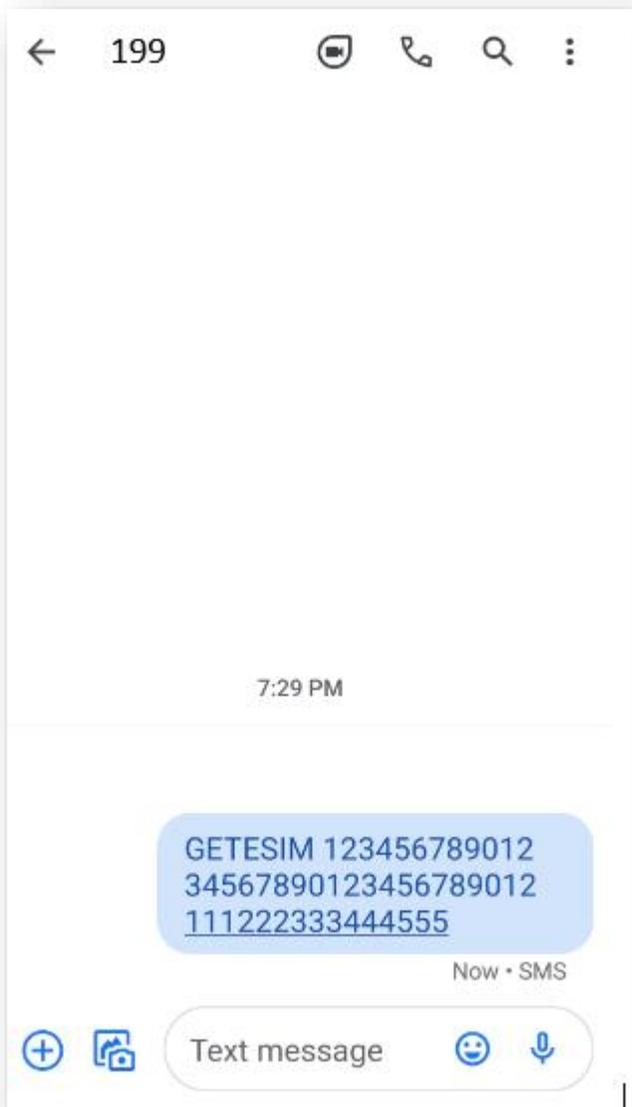


Now that you have the EID and IMEI number, lets begin with the eSIM activation

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 device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.



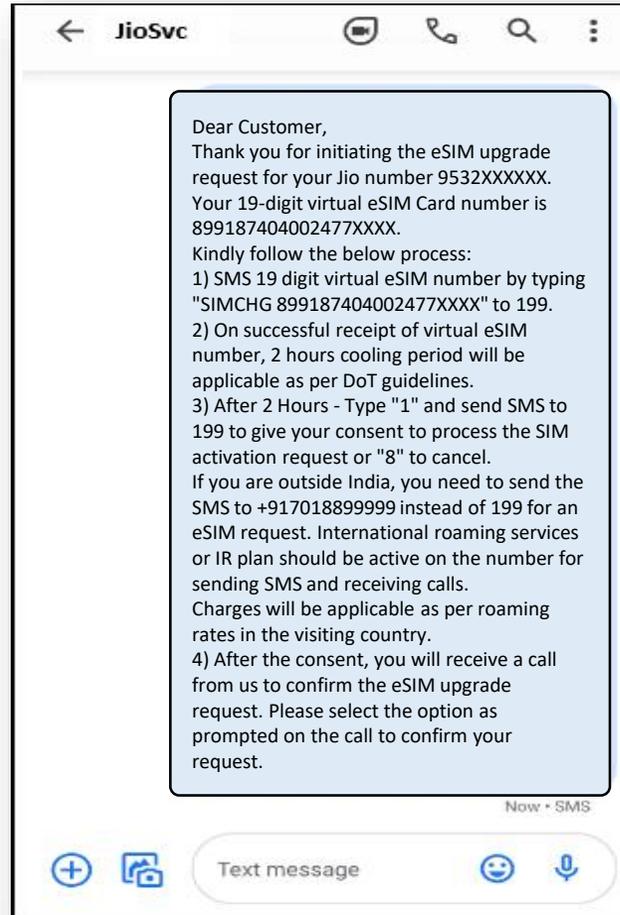


Step 1

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



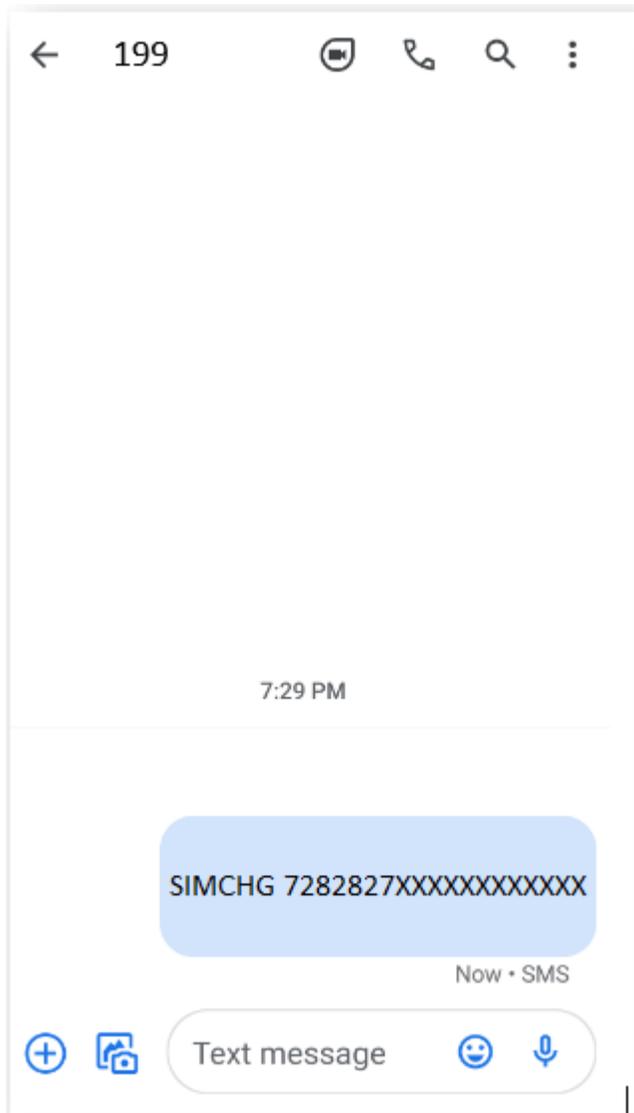
Confirmation notification



- On initiating the eSIM request, you will receive the 19-digit eSIM number via SMS and email

- If you get a revert SMS or email asking to send the 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 the previous page





Step 2

1. Open messages and compose a new SMS
2. Type **SIMCHG**<space><**19 Digit ICCID**> and send to 199 from the Jio number you wish to upgrade to eSIM



Post sharing 19-digit eSIM number via SMS, 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

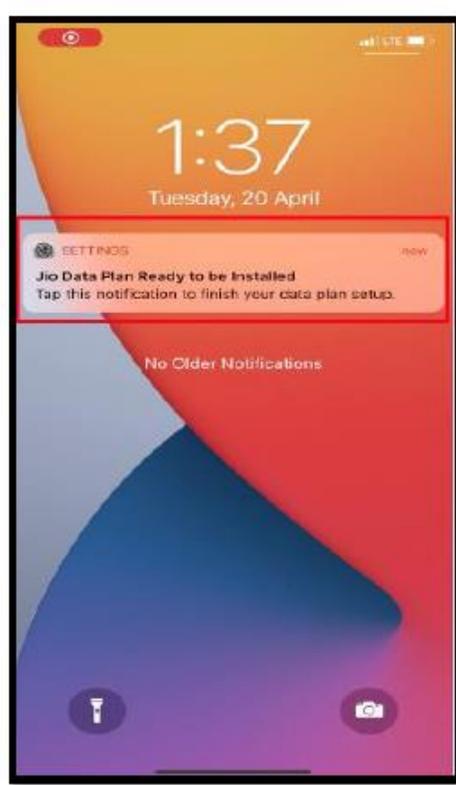
After 2-hour cooling period, you will receive SMS/email to share your confirmation via SMS



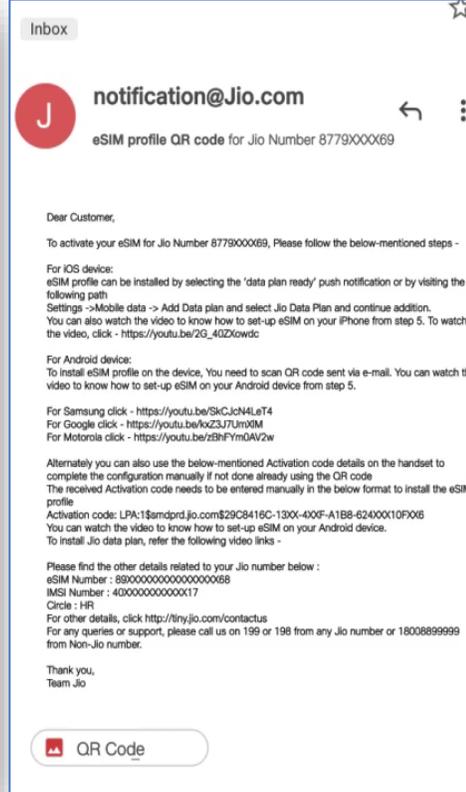
SMS sent to 199



Notification



eSIM QR Code email



Step 3

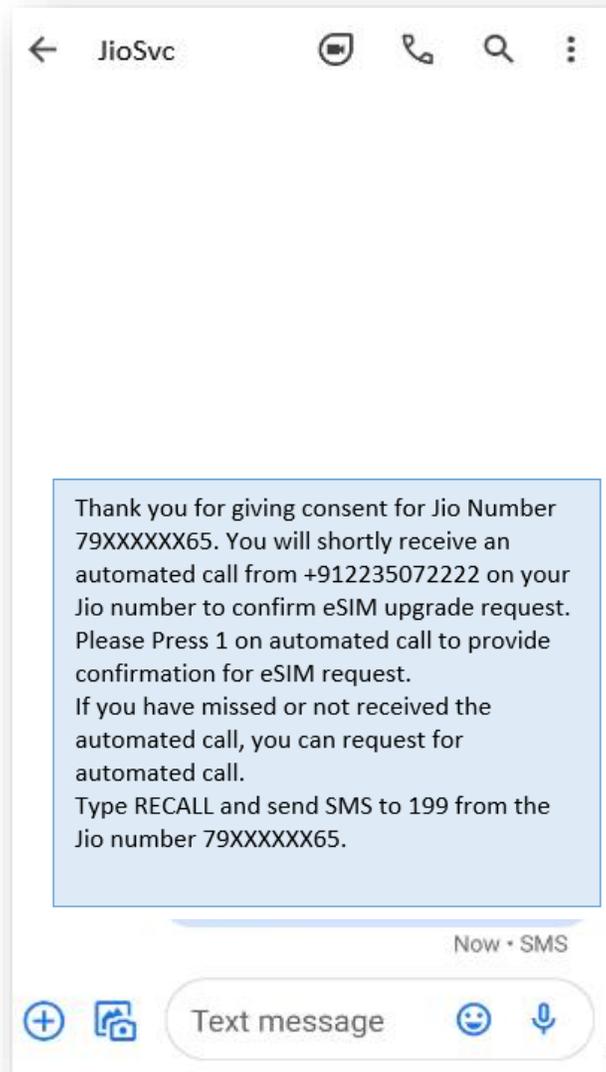
1. Open the message and compose a new SMS
 2. Type 1 and send SMS to 199
- On sending the consent SMS, you will receive the eSIM profile notification and email for eSIM profile setup

If you wish to cancel your eSIM request for any reason

Type 8 and send to 199



Step 4

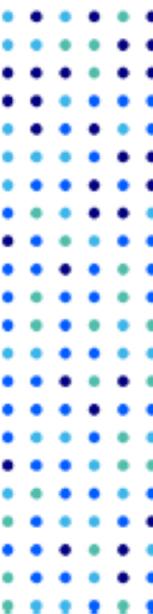


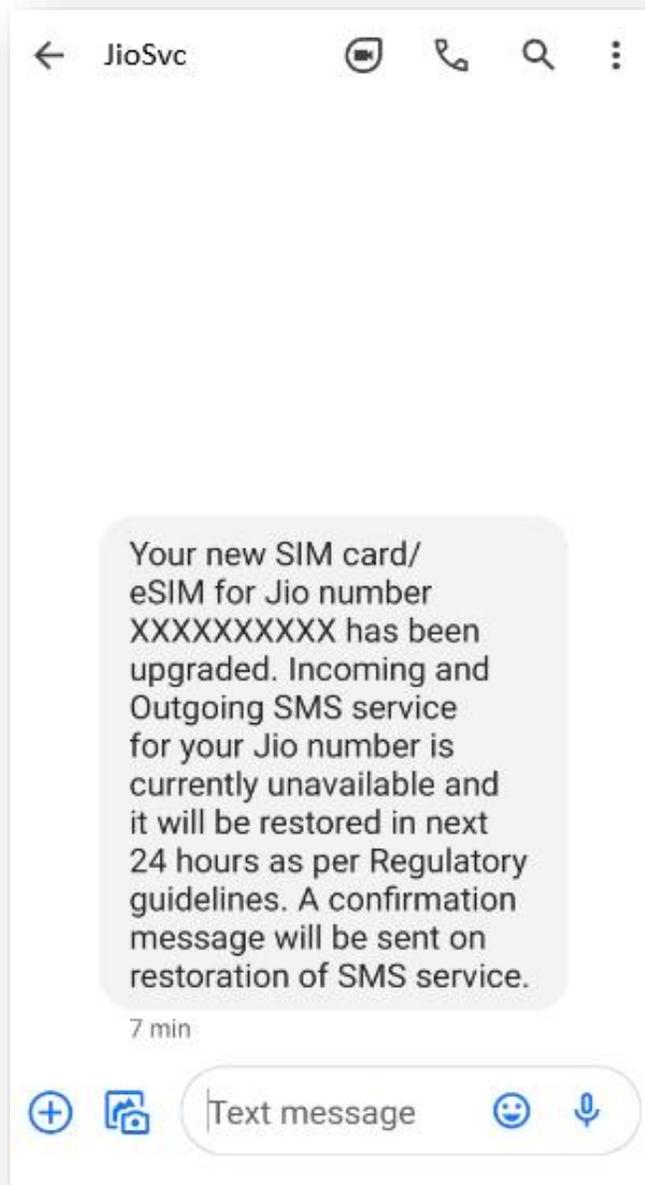
1. Within 10 minutes of sending the consent SMS, you will receive a call from +912235072222 on your Jio number asking for your consent to process the eSIM request. During the IVR call, you will be asked to confirm by entering a random number that will be prompted. Please attend the call, listen carefully, and enter the number on your device to share your confirmation eSIM request. Once confirmed, your eSIM request will be processed
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 not have answered the call thinking it is a spam call or check if you have enabled spam blocking via your phone's dialer or any 3rd party apps.





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 device is connected to the internet using Wi-Fi or a Mobile Hotspot during this process.

To complete the activation process, you need to install the eSIM profile.



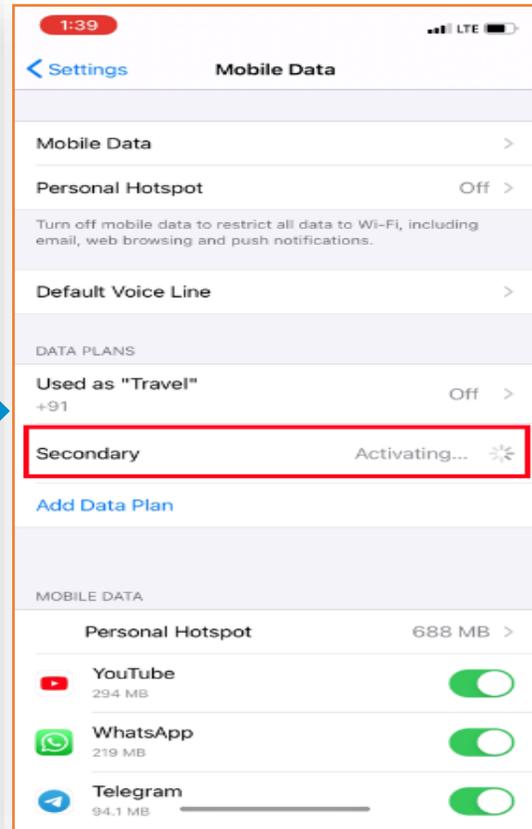
Step 5 - eSIM Profile Installation

Option 1 – eSIM installation via notification (Apple and Samsung devices)

For iOS Devices (Apple)

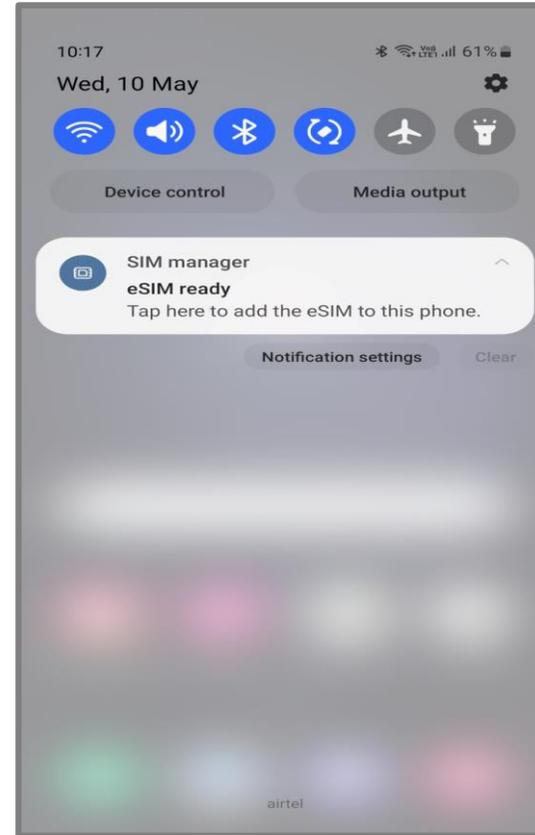


Tap on the notification received on iOS device

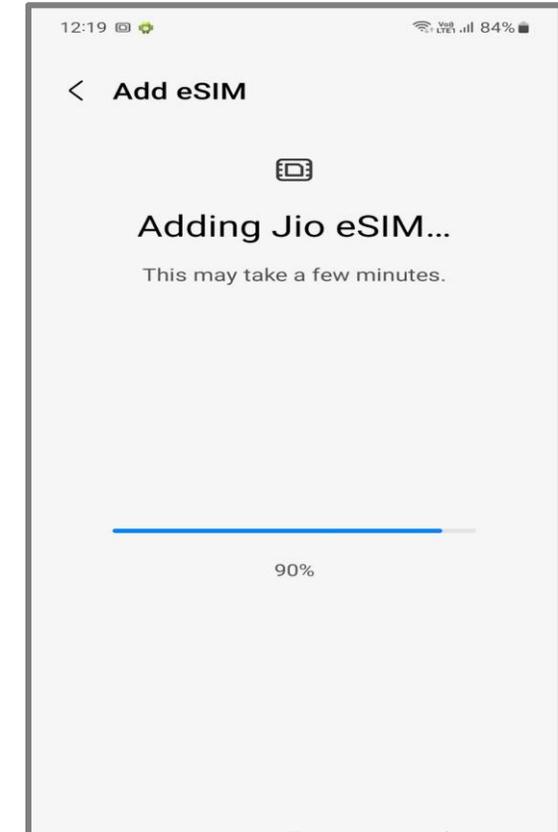


Proceed to install the eSIM

For Samsung Devices



Tap on the notification received on Samsung device

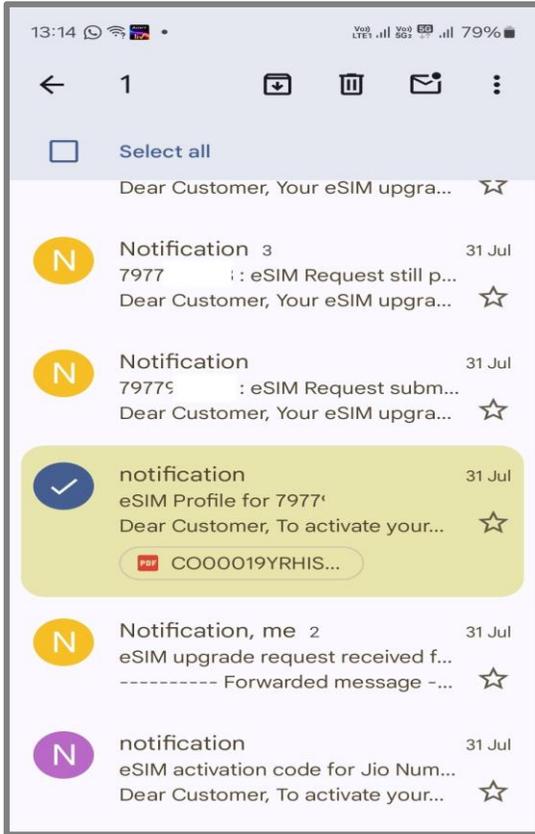


Follow the instructions shown on the device to complete the installation



Process Flow | Switch to eSIM via MyJio App

Option 2 (a) – eSIM installation via QR Code (For All eSIM Devices)



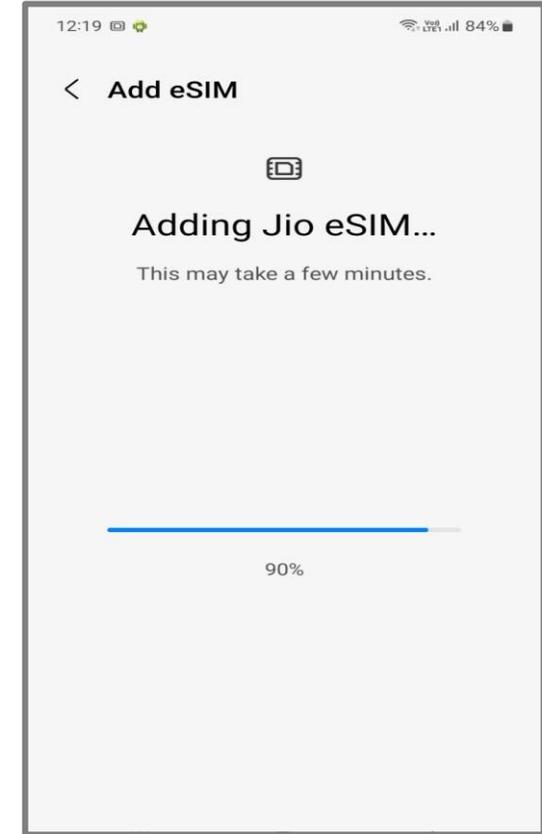
Go to your email inbox and open email from notification@jio.com



Open eSIM QR code attachment received on email



Open the camera app on your eSIM device, scan the QR code, and tap "Add Plan"



Follow the instructions shown on the device to complete the installation

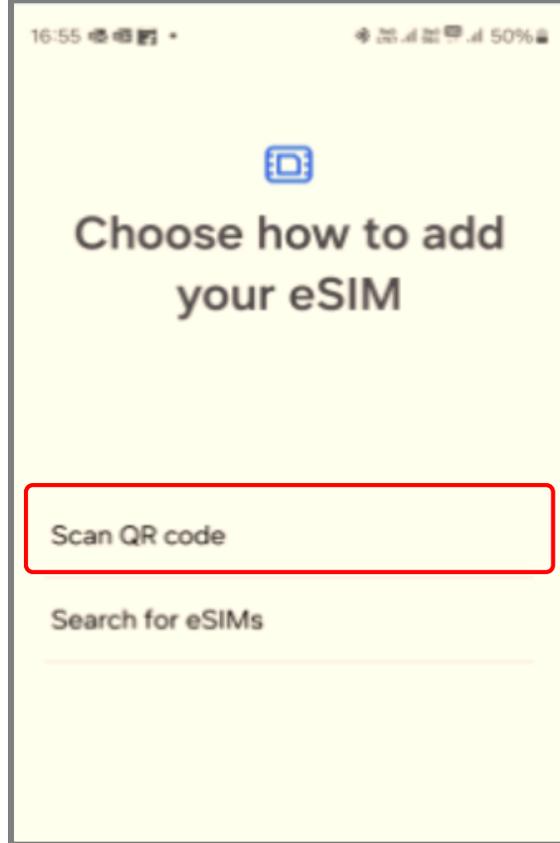


Process Flow | Switch to eSIM via MyJio App

Option 2 (b) – eSIM installation via QR Code on the same device (For All eSIM Devices)



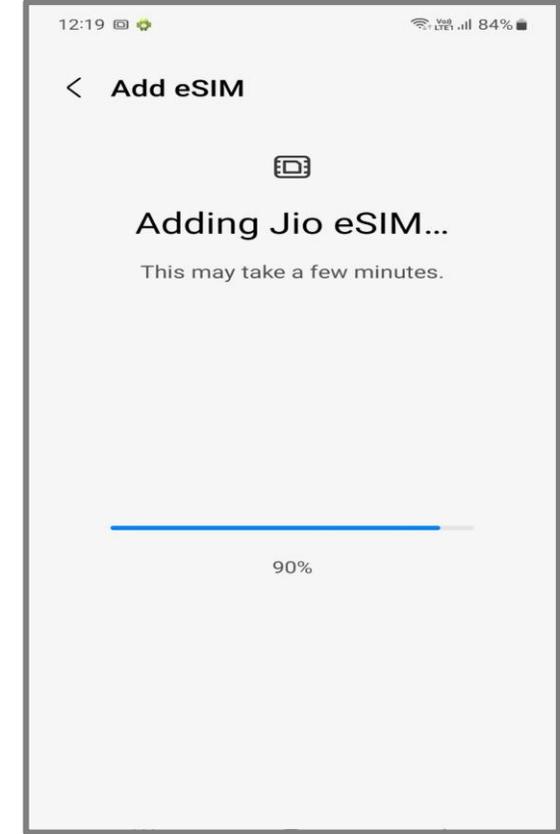
Save or store the screenshot of eSIM QR code in Gallery or Photos



Go to Settings, then SIM Manager or Mobile Network, and tap on "Add eSIM".
Next, tap "Scan QR Code"



Tap on Gallery ICON and then select QR code from mobile device



Follow the instructions shown on the device to complete the installation

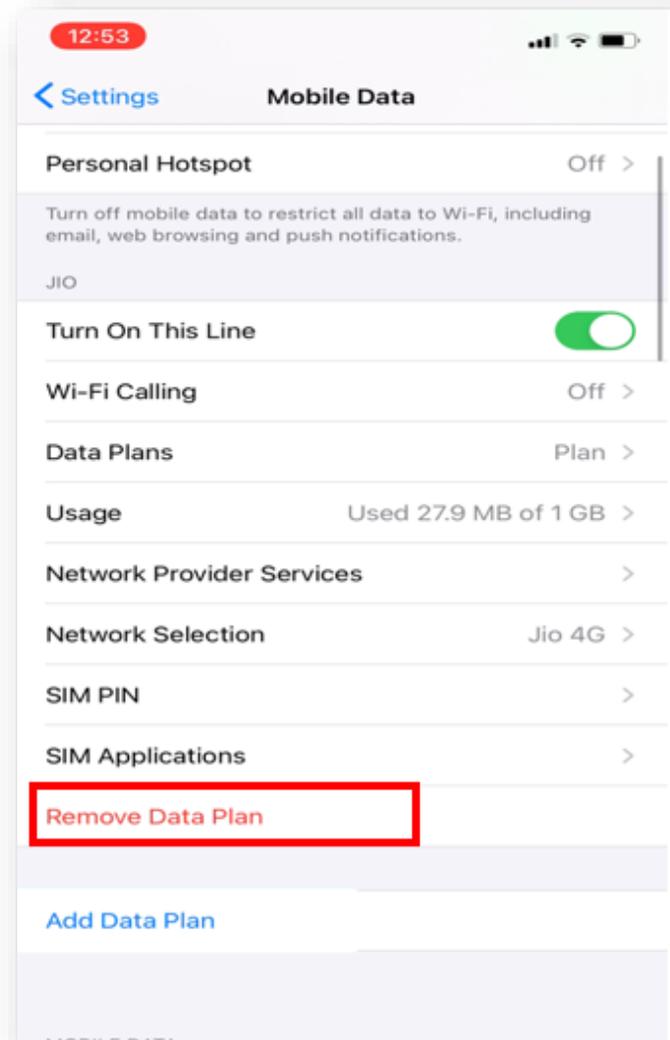
Note: Images included are for illustration only; the process may vary slightly depending on the device's make and model.



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!

