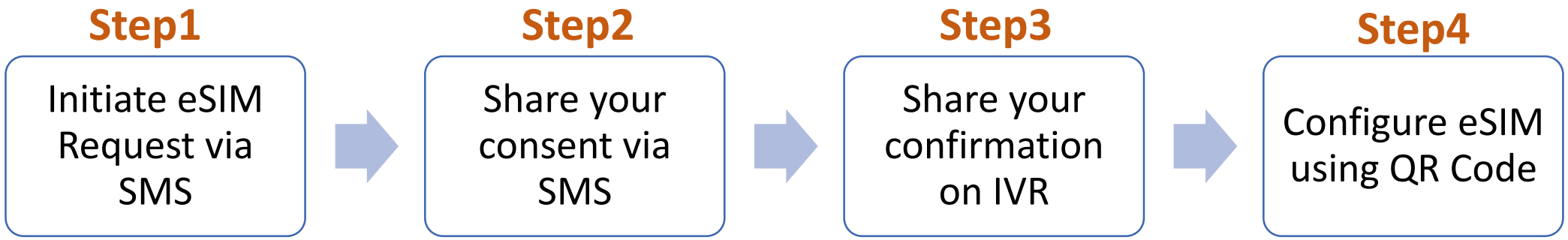
Convert your Physical SIM to eSIM or Transfer Jio eSIM from one device to another Vivo device in 4 Easy Steps

Please Note :

1. **It is mandatory to complete all 4 steps to activate eSIM on your Vivo 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 eSIM device, You must have your active eSIM device to initiate eSIM request via SMS

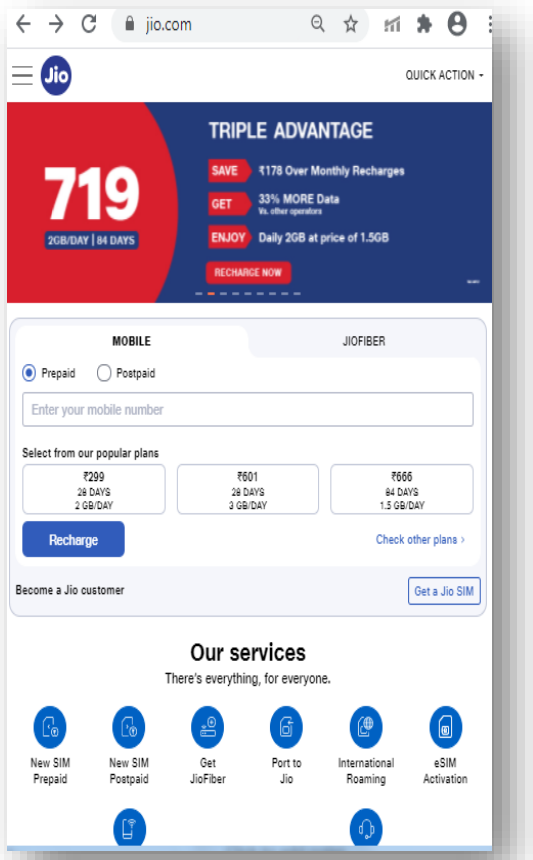
If you don't have your active Jio eSIM device with you,
Don't worry you can visit nearest Jio store with any Proof of Identity along with new eSIM device for activating eSIM services

To start the eSIM process, Please ensure you have

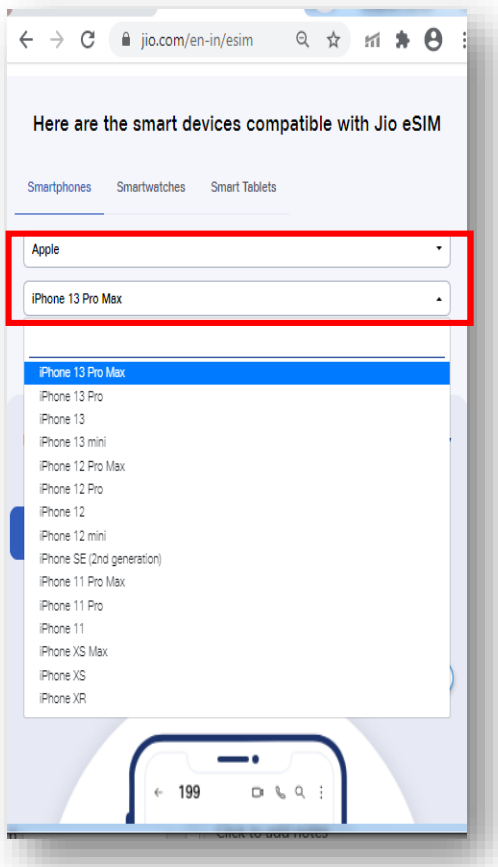
1. An eSIM Compatible device
&
2. Your email id registered for your Jio number

To check whether your device is compatible with eSIM

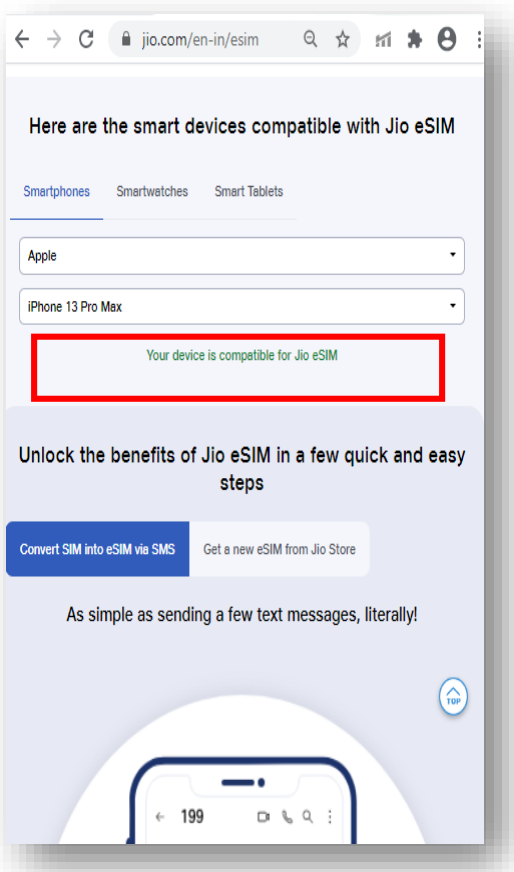
1. Go to https://www.jio.com/en-in/esim



2. Select Your Device make & model



3. Refer the Compatibility Status



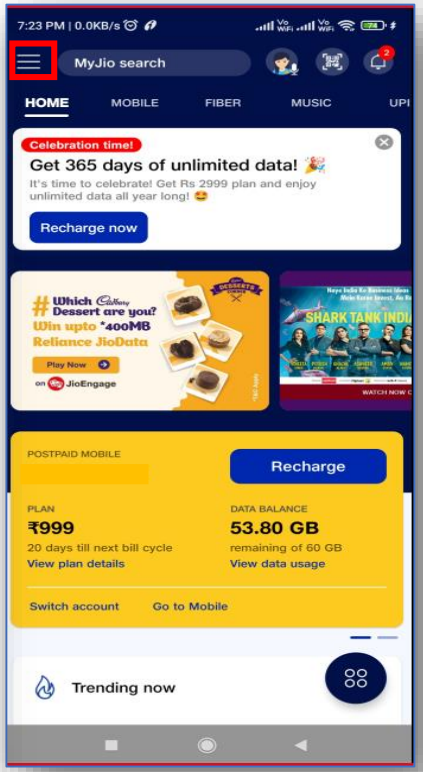
Now that you know, your device is compatible with Jio eSIM, lets move to the next step
Please note if your device is not compatible, You can use physical Jio SIM

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

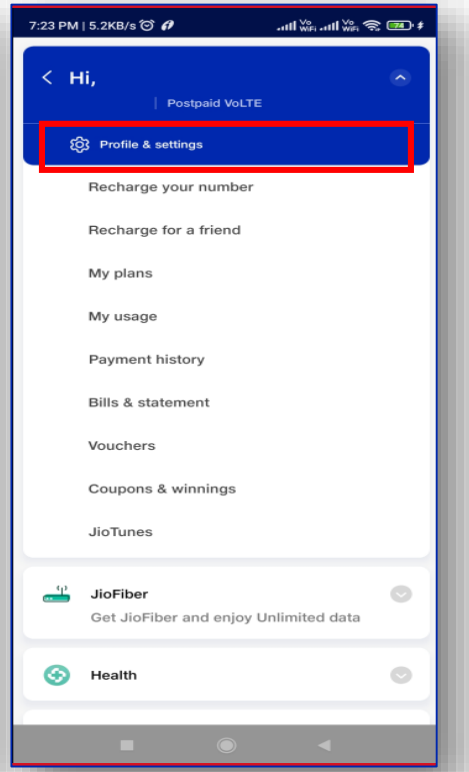
1. Open MyJio app



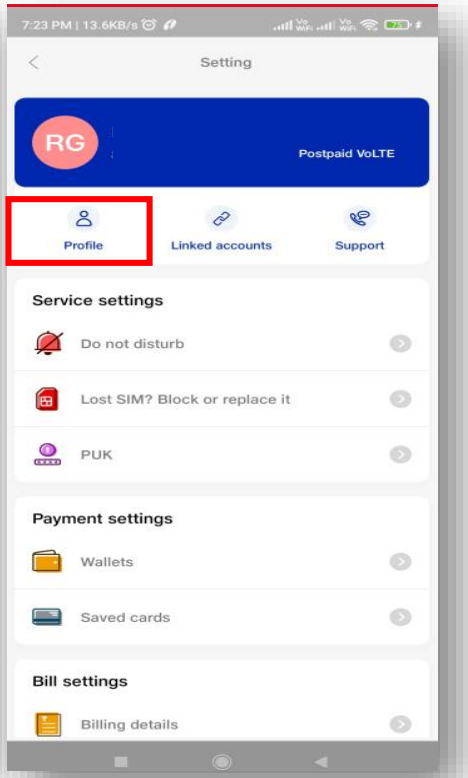
2. Click on Menu



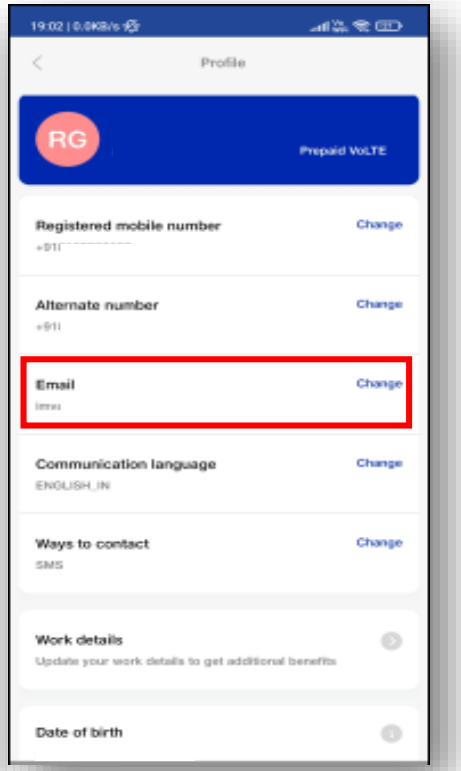
3. Tap on Profile and Settings



4. Tap on Profile

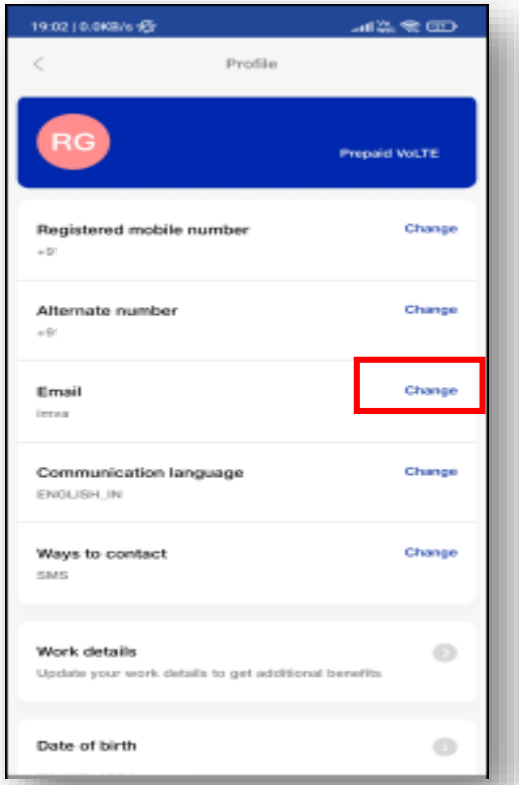


5. Check email id

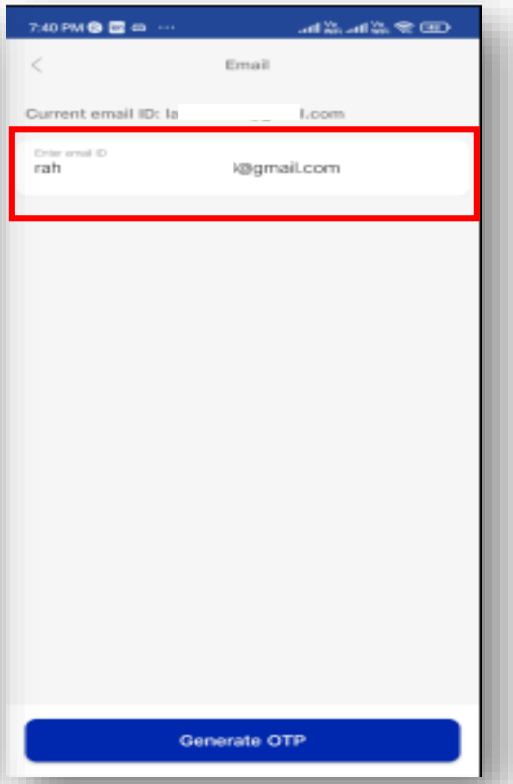


If email id is not registered or updated incorrectly

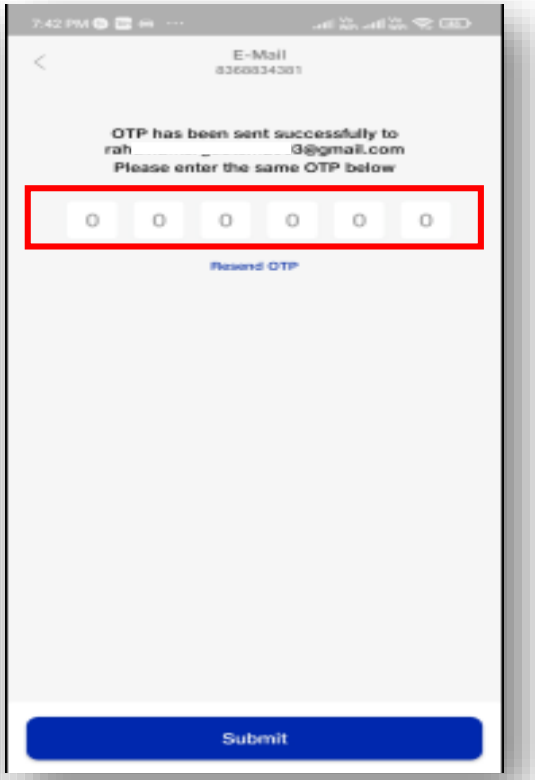
1. Tap on Change



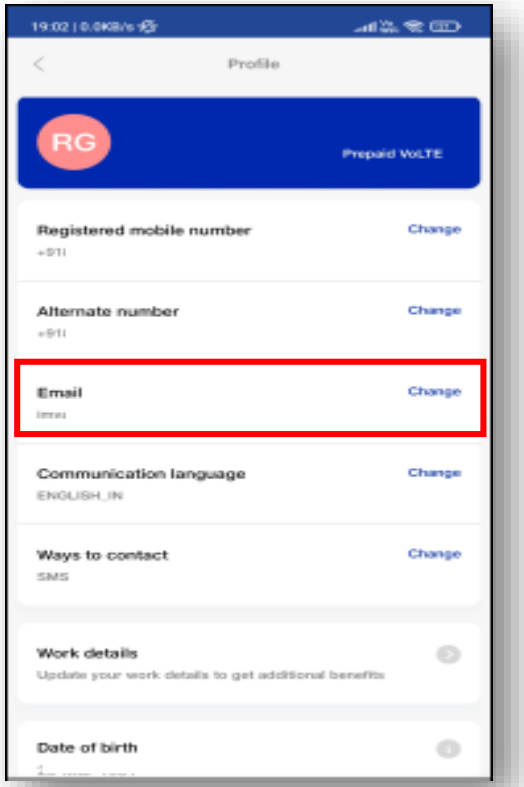
2. Enter correct email id



3. Enter OTP sent on new email id & Submit



4. Check new email id updated



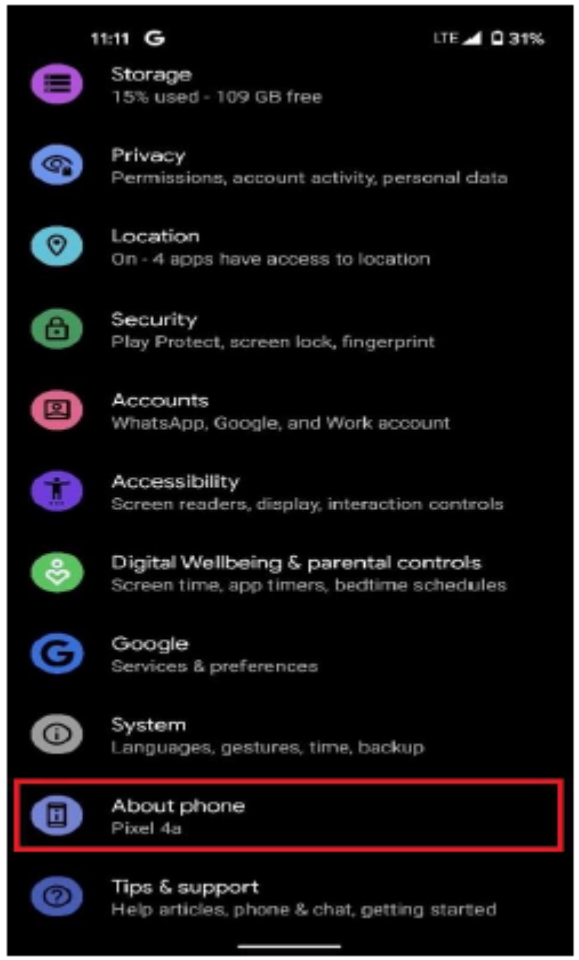
Lets proceed to the next step

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 Vivo device

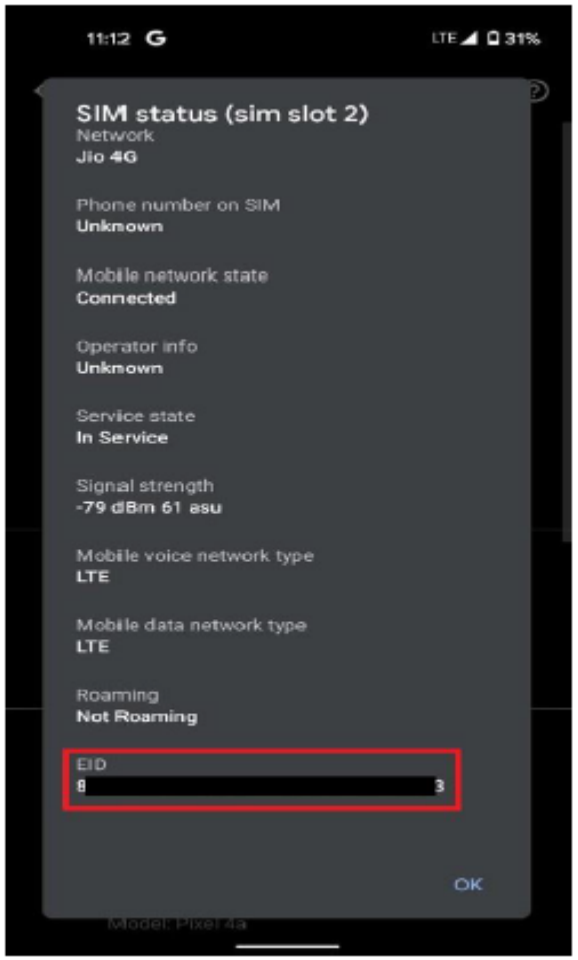
1. Go to Settings & Tap on About Phone



2. You will find 15 digit number in IMEI (Sim Slot2) field, Now tap on IMEI (Sim Slot2)



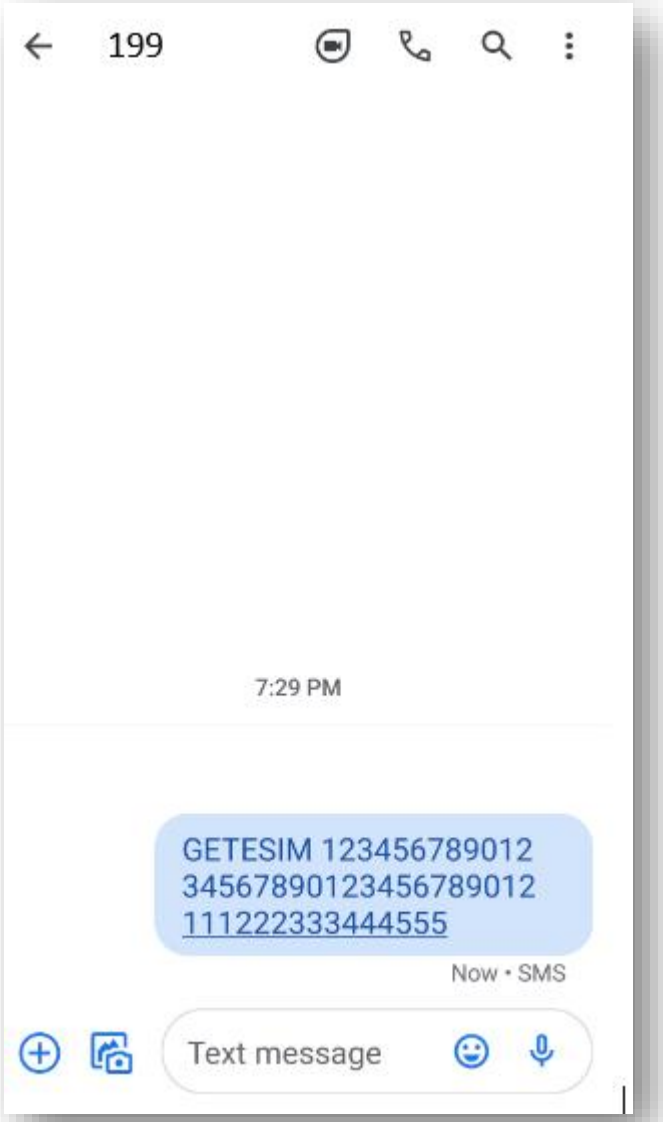
3. You will find 32 digit EID number in EID field, Please write down IMEI (Sim Slot2) & EID number



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



Step 1

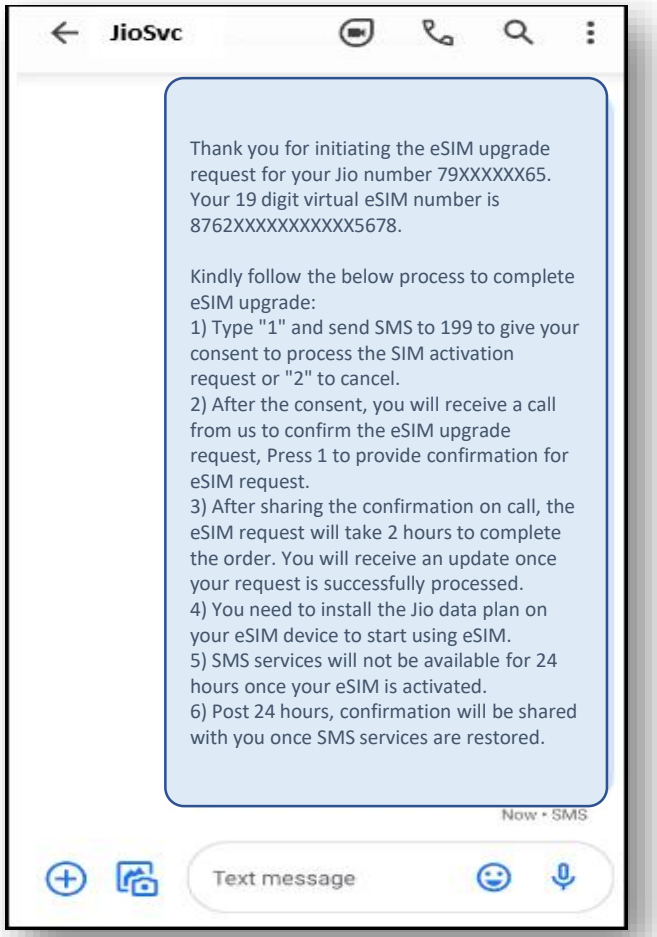
1. Open messages and compose a new SMS

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.

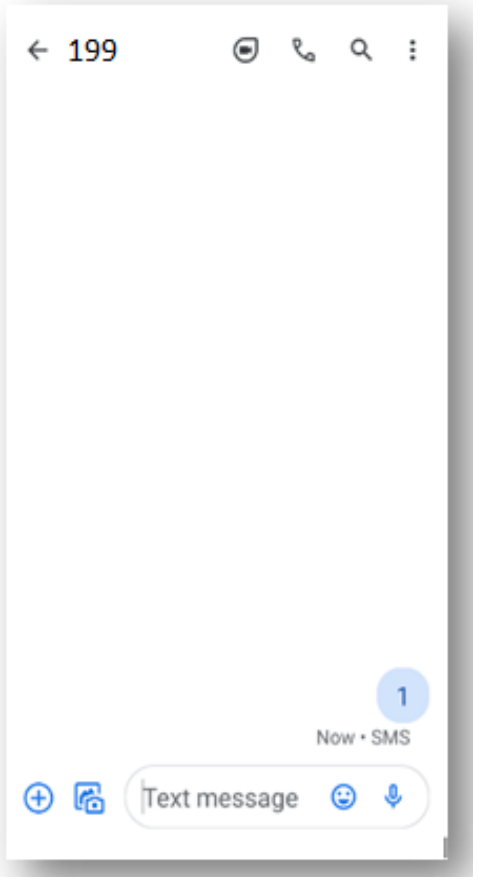
Confirmation notification



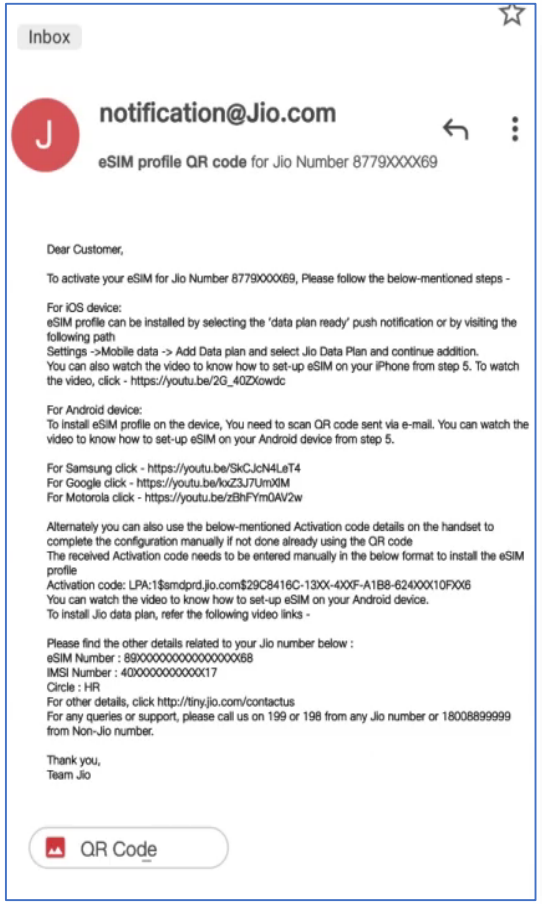
- On sending the correct EID and IMEI number to 199, You will receive a confirmation SMS and email.

- 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

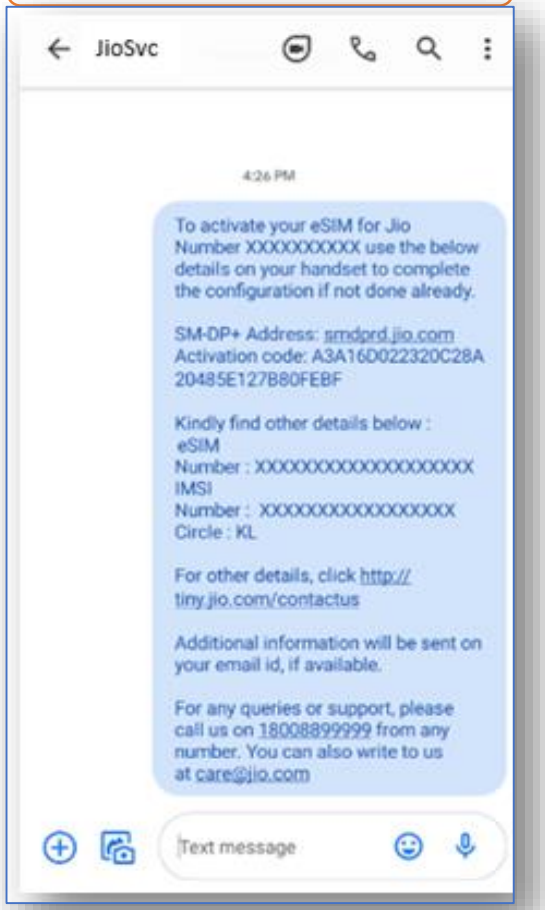
SMS sent on 199



QR Code email



eSIM Activation Details



Step 2

- Open Messages and compose a new SMS

-Type **1** and send to 199

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

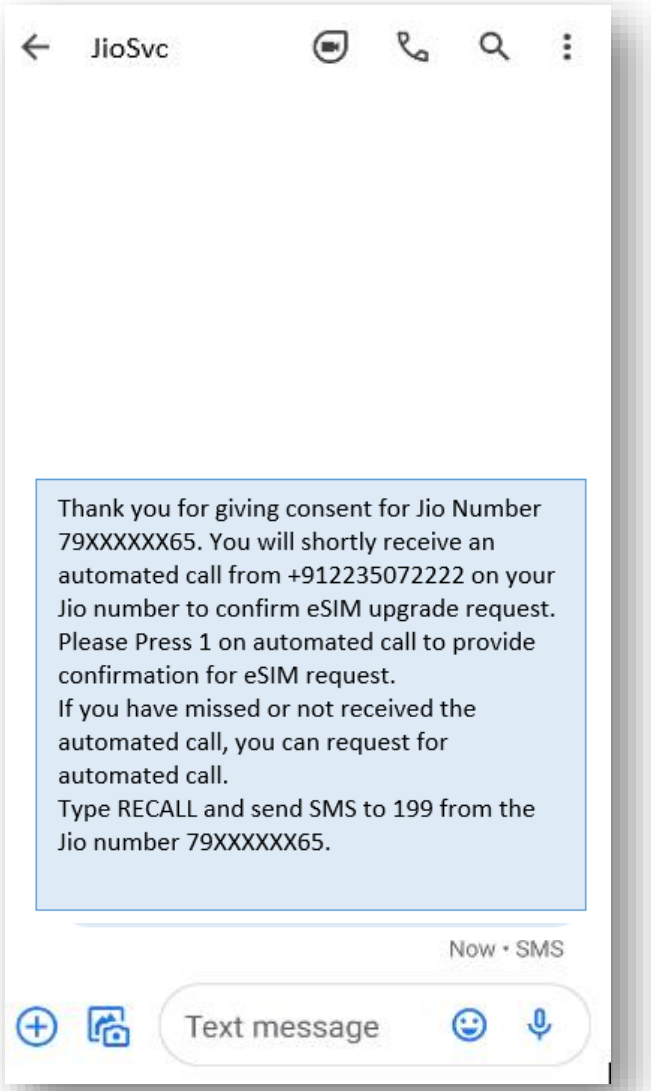
- On sending the consent SMS, a confirmation SMS & QR code email on your registered e-mail id. You will also get activation code details via SMS on your Jio number.

- 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 **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.

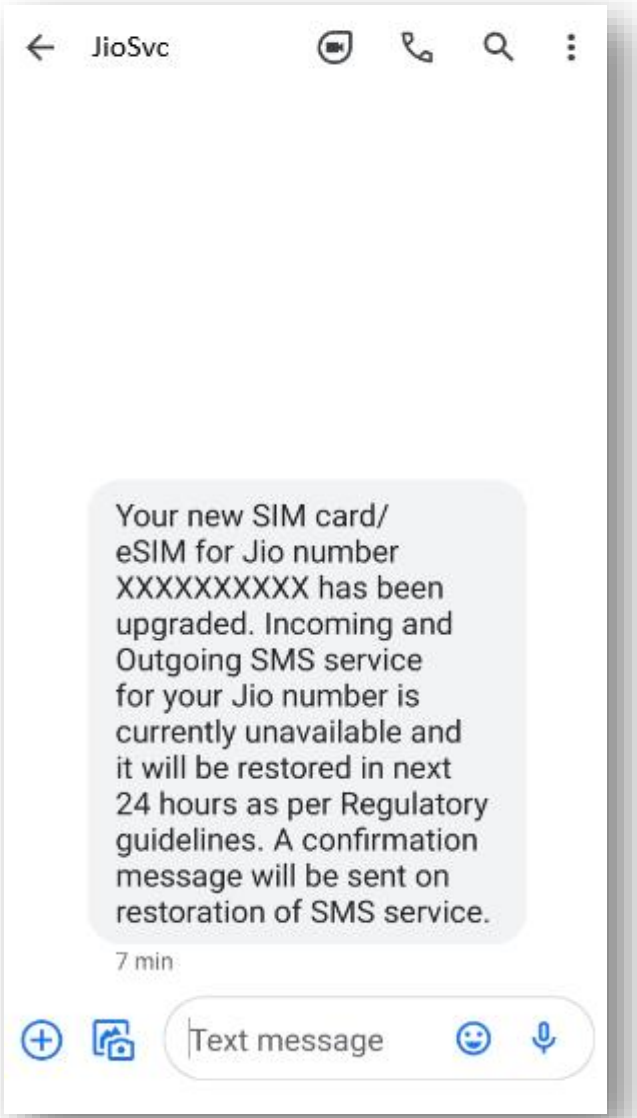
In case you have missed the IVR call or disconnected the same before you could share your consent, don't worry you can request for automated call.

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 existing SIM will stop working and your phone will show ‘No Network’

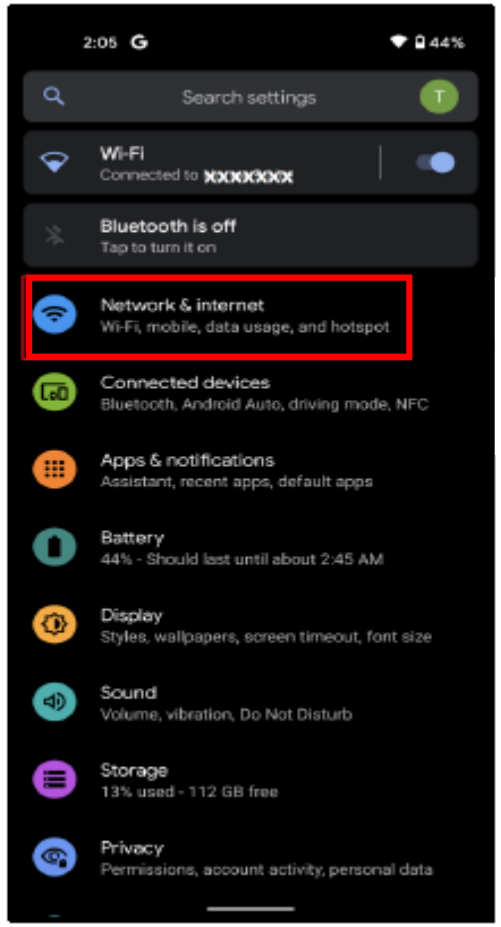
You are now just one step away from activating your new eSIM.

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

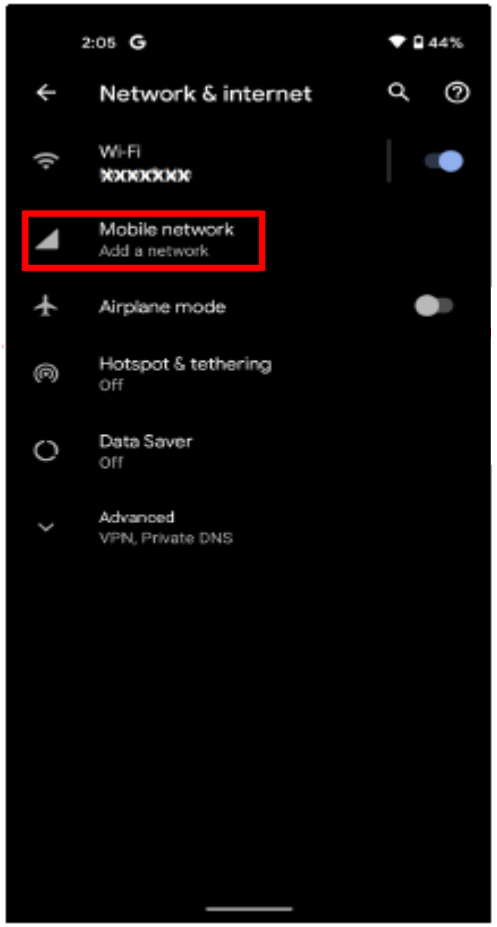
To complete the activation process, you need to configure eSIM profile using activation code on your Vivo device.

Step 4 – Option 1 (Using QR Code)

Go to Settings & Select Network & Internet



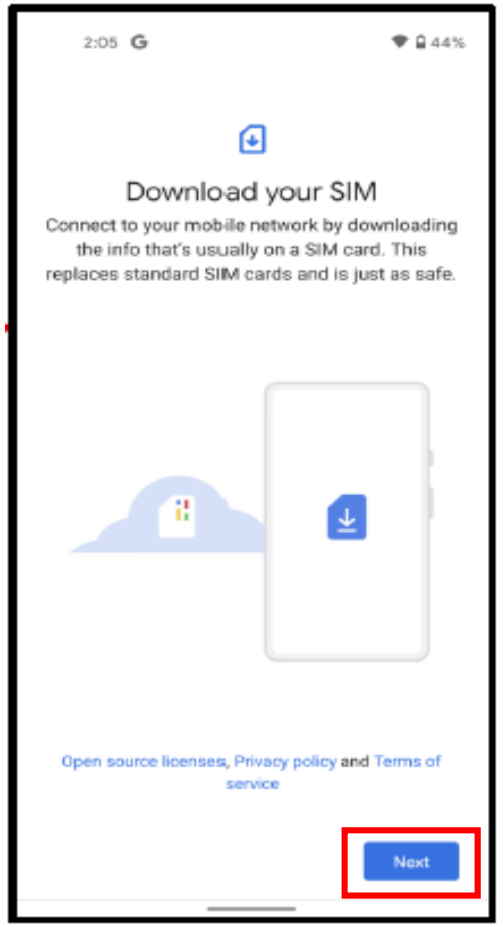
Select Mobile Network



Tap on Download a SIM Instead – Add a number using eSIM

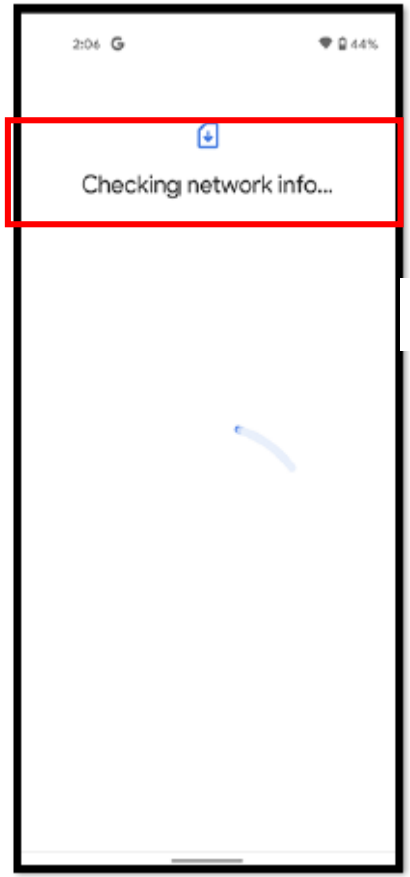


Tap on Next



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

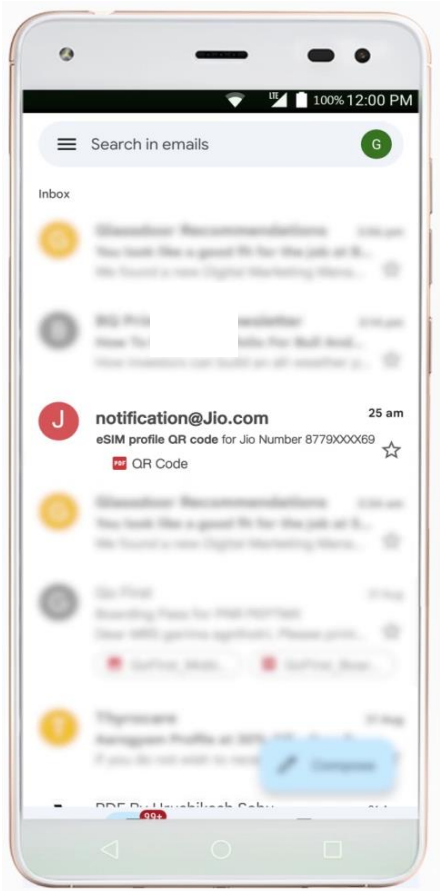
Please wait for few seconds while your device checks Network information



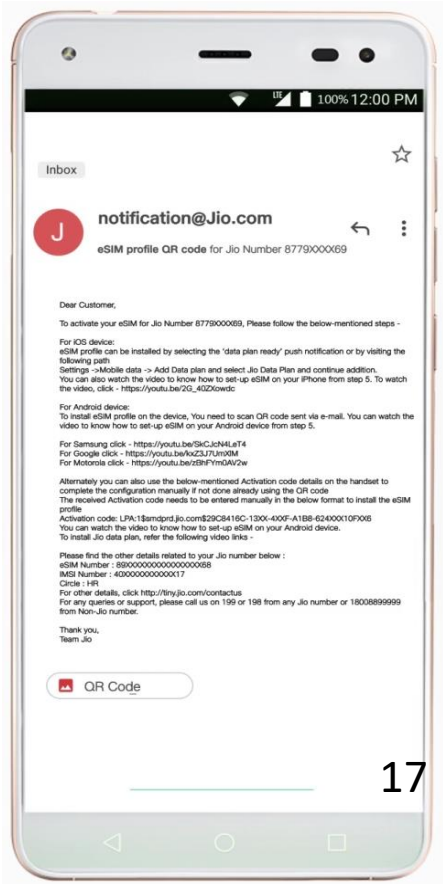
To Scan QR Code



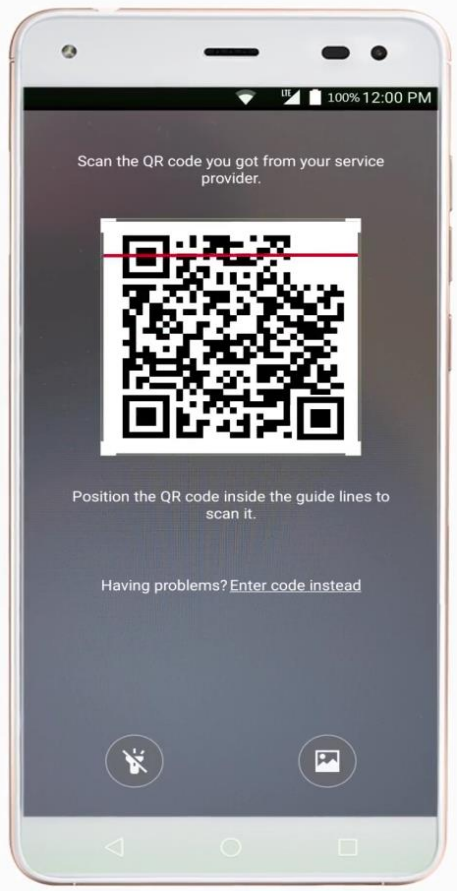
Open Registered e-mail ID inbox



Open QR code received in the mail from Notification@jio.com



Scan QR code from the device



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

After scanning the QR Code, Tap on “Activate”



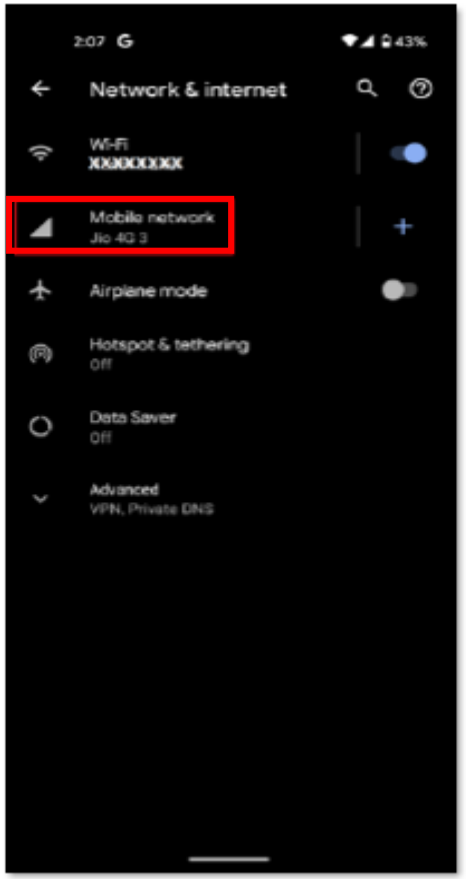
Please wait while eSIM Activation in process, It will take few seconds



Once activation is completed, Tap on “Done”



Jio eSIM gets successfully activated and reflects under Mobile Network

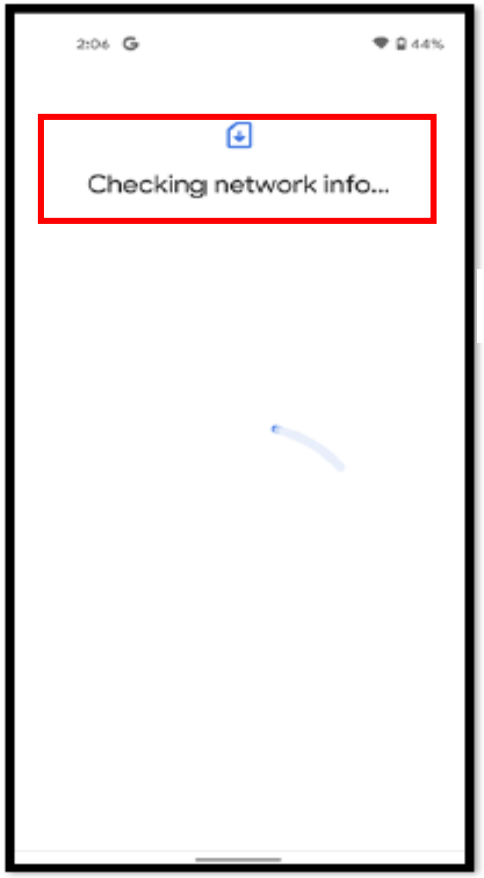


For any assistance with eSIM profile activation, Please call us on 199 from any Jio number or call 18008899999 from non Jio number.

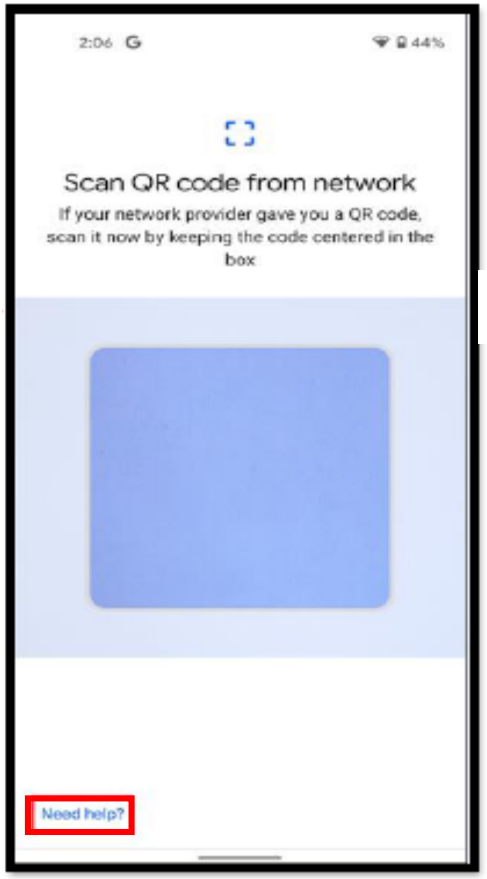
Step 4 – Option 2 (Using Activation Code)

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

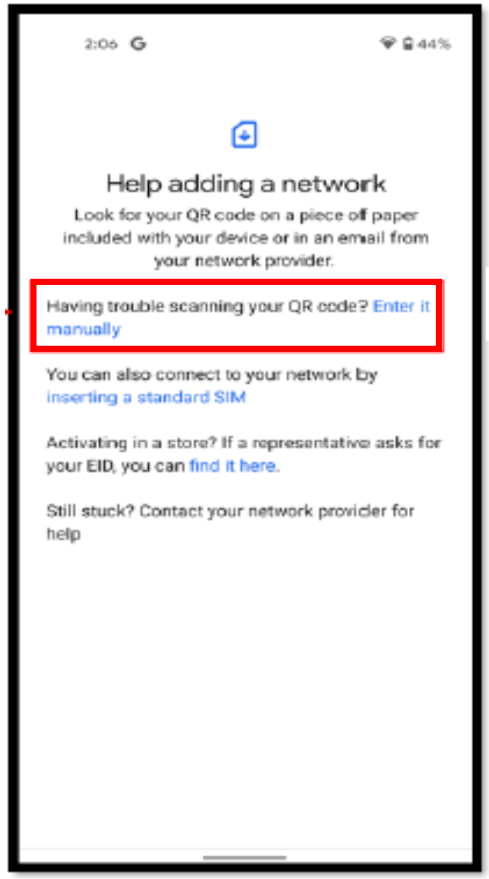
Please wait for few seconds while your device checks Network information



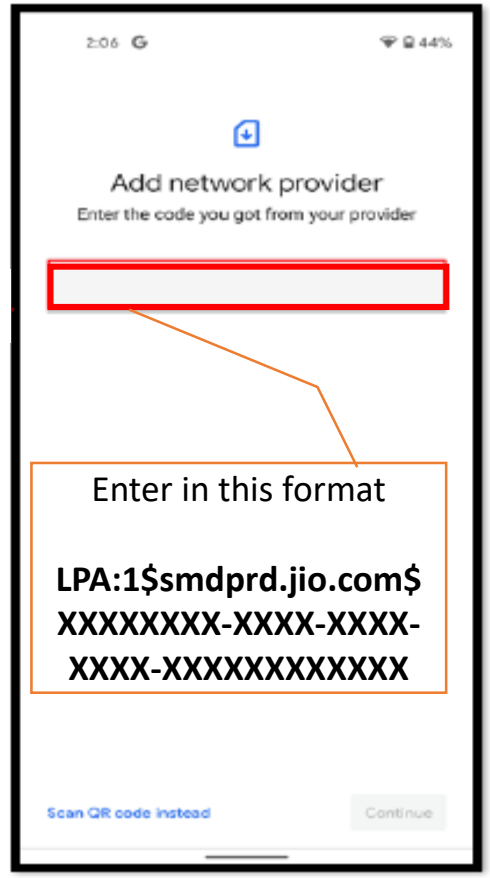
To enter activation code, Tap on “Need Help”



Select “Enter it Manually”



Enter the Activation Code received via SMS as shown below



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

After entering the activation code, Tap on “Activate”



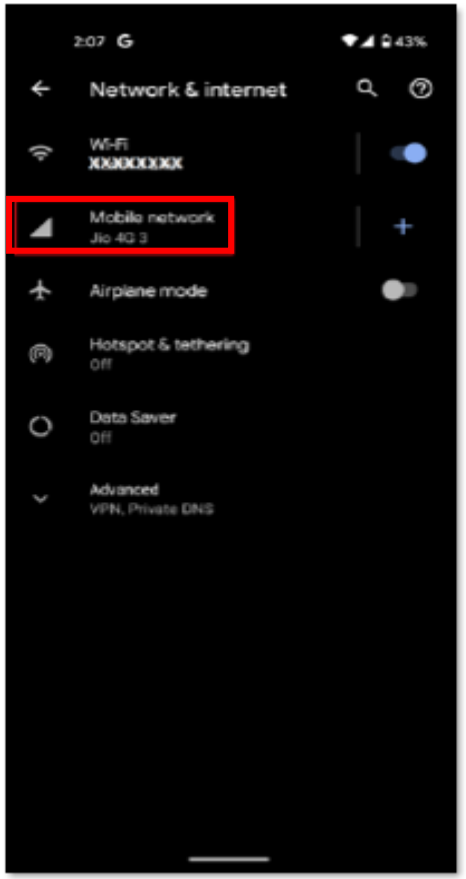
Please wait while eSIM Activation in process, It will take few seconds



Once activation is completed, Tap on “Done”



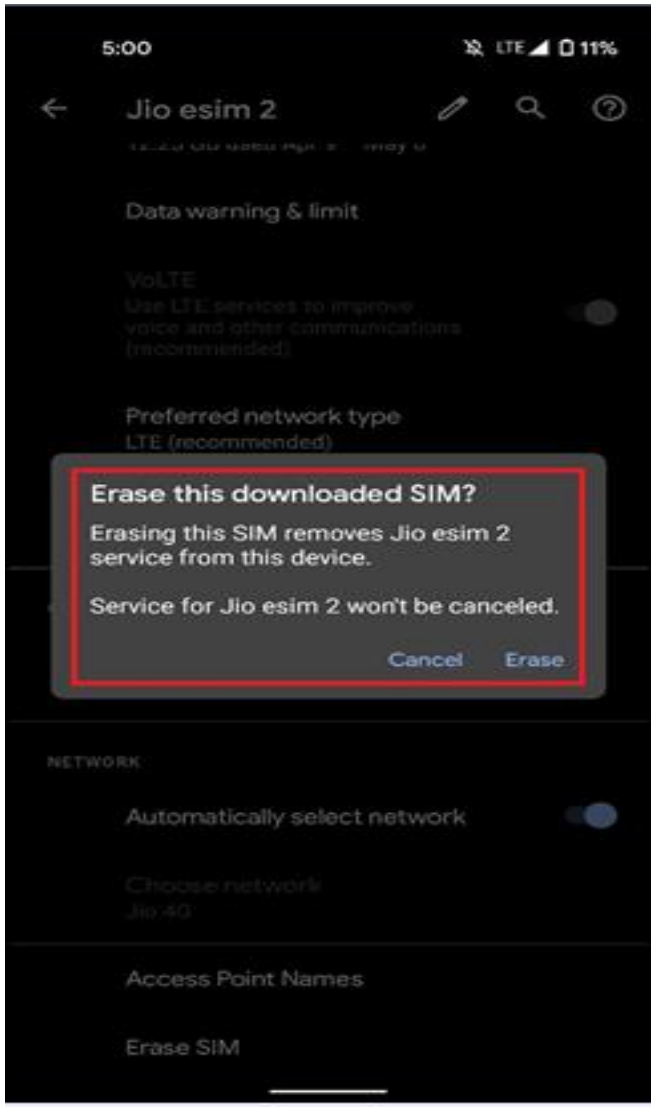
Jio eSIM gets successfully activated and reflects under Mobile Network



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 don’t click on “Erase SIM” 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 Erase 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!