

# APPLE END USER ESIM INSTALLATION INSTRUCTIONS-PT1 (EXISTING SIM INSTALLED)

LOOK OUT FOR THE ESIM POP UP AND FOLLOW THE INSTRUCTIONS BELOW....

## Step 1

Click on the eSIM pop-up\*



## Step 2

Select continue to begin



## Step 3

Your eSIM download will begin (this may take up to 5 minutes)



## Step 4

Activation will continue in the background



## Step 5

That's the eSIM installed! Move onto page 2 to personalise your eSIM setup



Finish Setting Up Mobile Service  >

\*If you miss the initial pop-up, you will find this link within the settings top menu to start the process

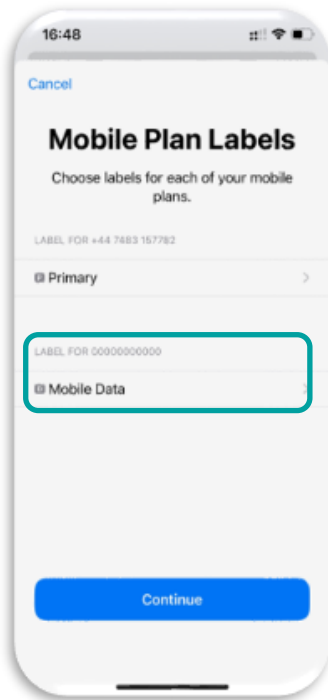
*'Please note you can continue using your phone in the meantime'*

# APPLE END USER ESIM INSTALLATION INSTRUCTIONS – PT2 (EXISTING SIM INSTALLED)

## PERSONALISING THE ESIM EXPERIENCE – RECOMMENDED SETUP

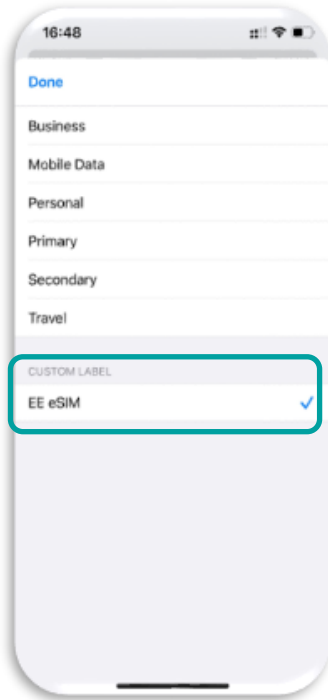
### Step 6

Click on Mobile Data to rename the new eSIM



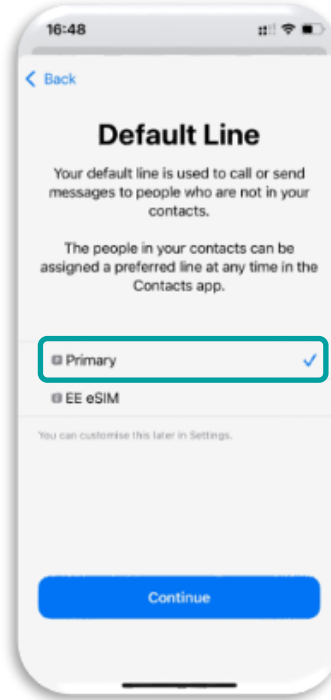
### Step 7

In the Custom Label field, enter EE eSIM, select so the tick is alongside & press done



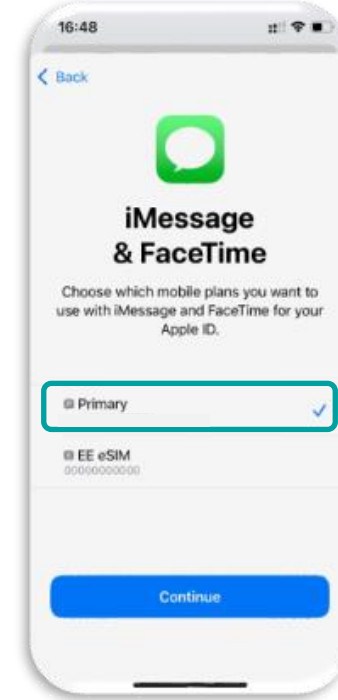
### Step 8

Select 'Primary' as the primary line and select continue



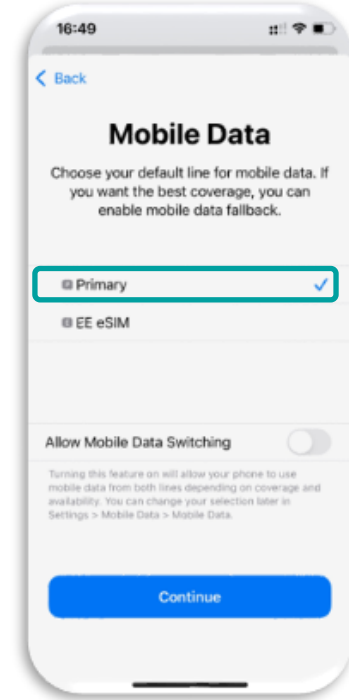
### Step 9

Select 'Primary' as default for iMessage and FaceTime (no need to select the eSIM)



### Step 10

Select 'Primary' as default for Mobile data and select continue



And that's it!



If you are porting over your number, your mobile admin will confirm the port date.  
**Please remove your old SIM card once the port has completed to automatically set your default settings to the new eSIM.**  
To change the default settings at a later date, go to **Settings/Mobile Service**