

ESIM DEPLOY TO DEVICE (DTD) INSTALLATION INSTRUCTIONS FOR IPHONE/IPAD

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

If you're porting your existing mobile number to EE, your mobile admin will confirm the port date. Once the port has been successfully completed, please remove your previous SIM card/eSIM. This step is crucial as it will automatically set your default settings to the EE eSIM, ensuring everything runs seamlessly with your new setup.

If you miss the pop up, please go to [Settings>Mobile Service>Add eSIM/Mobile Data Plan](#)

Step 1



Step 2



Step 3



Step 4



Step 5



Please note: You can continue using your device in the meantime. For iPad, please follow Steps 1-5. For iPhone, please follow Step 1-10

ESIM DEPLOY TO DEVICE (DTD) INSTALLATION INSTRUCTIONS FOR IPHONE*

*FOR IPHONE 12 & BELOW USING AN EXISTING [ESIM](#) PLEASE SEE THE FAQs FOR YOUR NEXT STEPS

CUSTOMISING YOUR ESIM BEFORE PORTING-RECOMMENDED SET UP

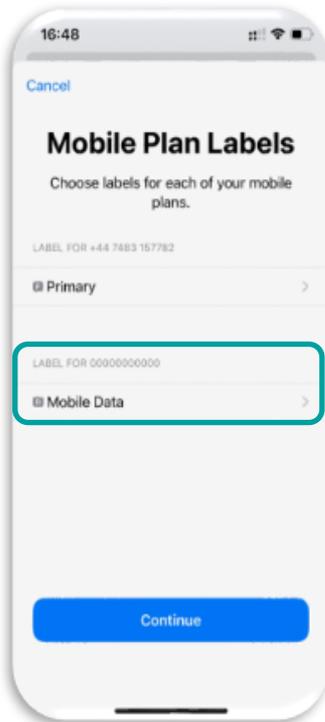
We recommend you keep your current SIM/eSIM as the default SIM until your port date as per the following instructions from step 8-10

Rename the EE eSIM for your convenience

Keep your current SIM/eSIM as the default SIM until your port date

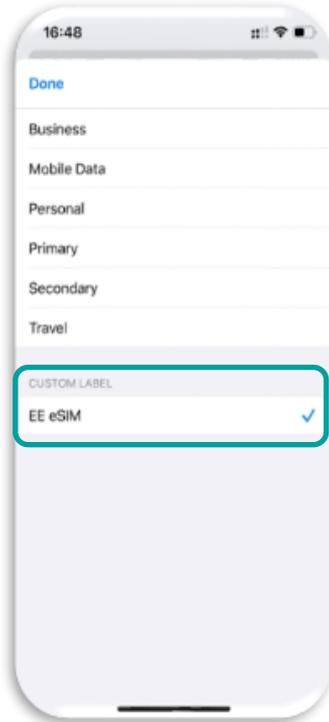
Step 6

Click on Mobile Data to rename the new eSIM



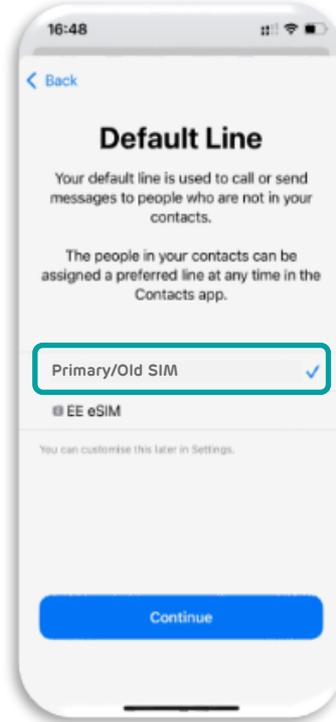
Step 7

In the Custom Label field, enter EE (or similar) select so the tick is alongside & press done



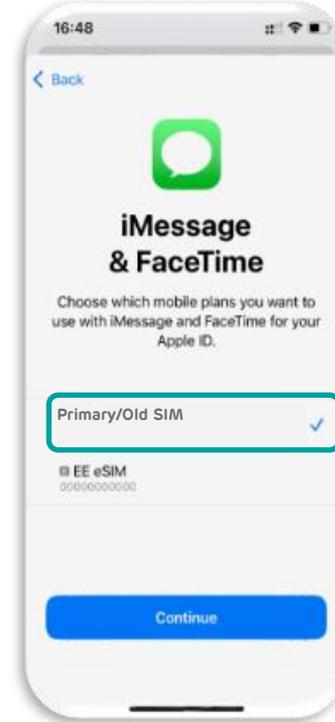
Step 8

Select your current line and click 'Continue' to keep using your existing line until the port date



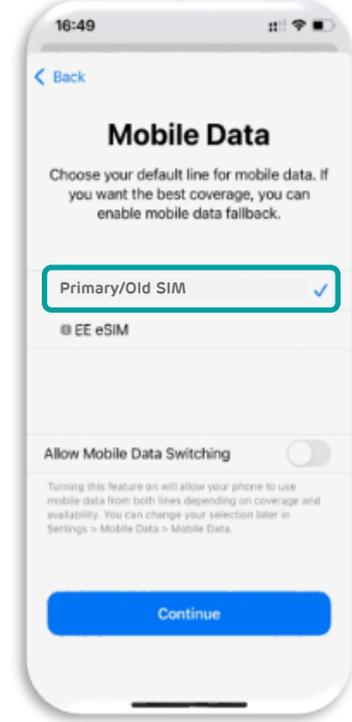
Step 9

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



Step 10

Select 'current line' as default for Mobile data and select continue



FAQS

For iPhone 12 & below users with a current eSIM-

For iPhone 12 and earlier devices, only one eSIM can be active at a time. After completing Steps 1-5 (which installs the new EE eSIM ready for port date) go to **Settings > Mobile Service** and turn off the new 'EE eSIM' line (which reverts to your current eSIM). Once the porting process is complete, return to **Settings > Mobile Service** and turn the new 'EE eSIM' line back on.

No Pop up received-

If you miss the pop up, please go to Settings>Mobile Service>Add eSIM/Mobile Data Plan. If the issue persists, contact your mobile administrator.

Old SIM removal post port-

Once the port has been successfully completed, please remove your previous SIM card/eSIM. Once removed please select the old-line under Settings>Mobile Service and select update contacts if prompted.

This step is crucial as it will automatically set your default settings to the EE eSIM, ensuring everything runs seamlessly with your new setup.

Default settings post port date-

Once you have successfully ported you can check or change the default settings by going to the Settings>Mobile Service and selecting the new EE eSIM as your default SIM for data & voice.

Setup Issues-

If you have any problems during the eSIM setup, try restarting your device and follow the steps again, don't delete your new EE eSIM at any given time unless asked by your mobile administrator.

Mobile number is showing up as 000000000000 within Mobile Service-

Please reboot your device which should update to your EE temporary number.