ESIM CLICK TO INSTALL (CTI) INSTALLATION INSTRUCTIONS FOR SAMSUNG
## LOOK OUT FOR THE LINK VIA TEXT MESSAGE AND FOLLOW THE INSTRUCTIONS BELOW

Your existing mobile number will port 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.

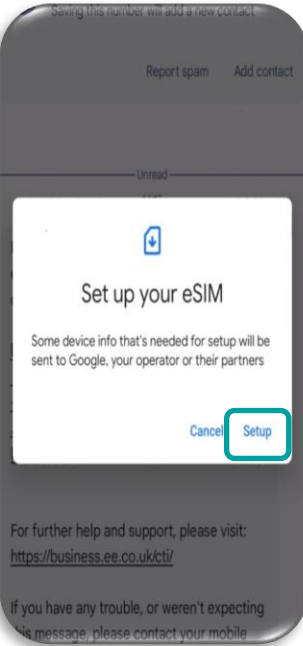Rename the EE eSIM for your convenience

Step 1
Upon receiving the text message from EE, click on the link to download your eSIM
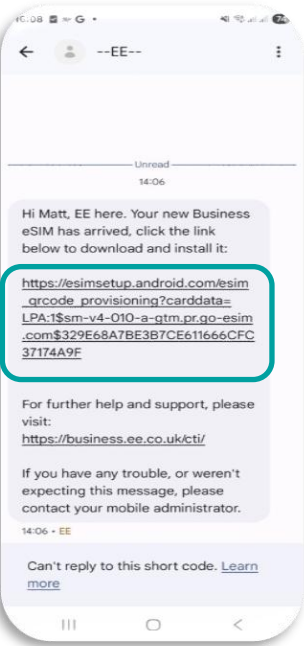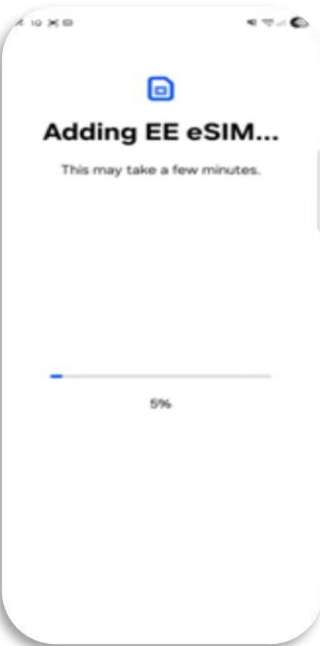

Step 2
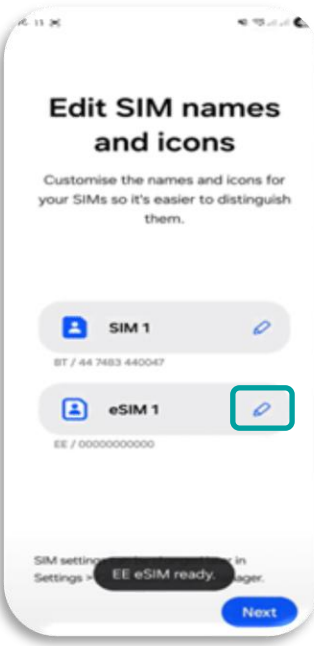Click on Setup to allow the eSIM download

Step 3
Your eSIM Setup will now begin this may take a few minutes
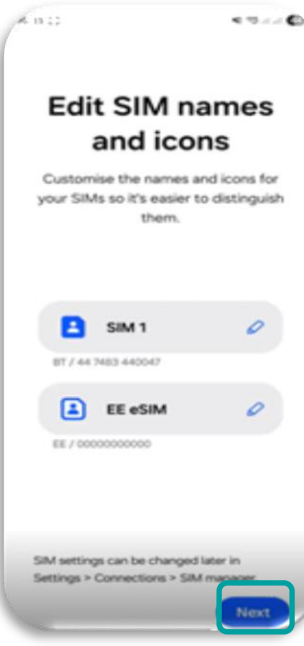

Step 4
Click on the pencil to Rename your EE eSIM

Step 5
Rename your eSIM and click Next

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* FOR SAMSUNG GALAXY S20, S21 SERIES, GALAXY Z FLIP/FOLD SERIES 1-4 & NOTE 20 SERIES WITH A CURRENT ESIM-PLEASE SEE FAQS FOR THE NEXT STEPS
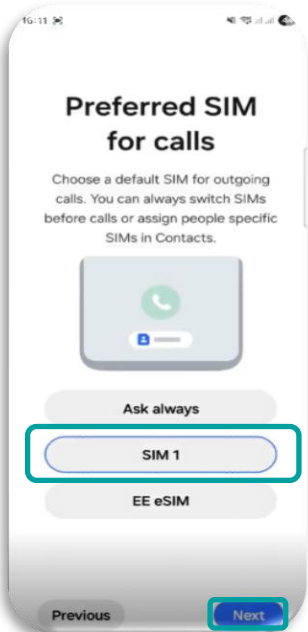
CUSTOMISING YOUR ESIM BEFORE PORTING-RECOMMENDED SET UP

We recommend you keep your current SIM/eSIM as the default SIM until your port date as per the following instructions from Step 6-8

Keep your current SIM/eSIM as the default SIM until your port date
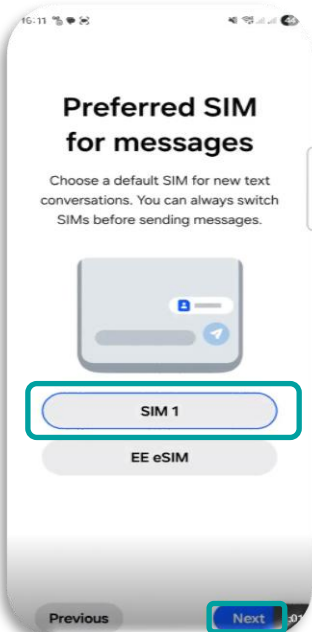
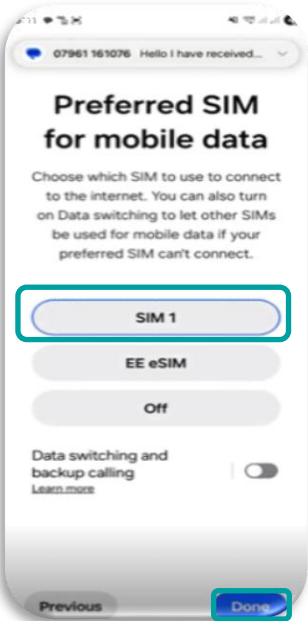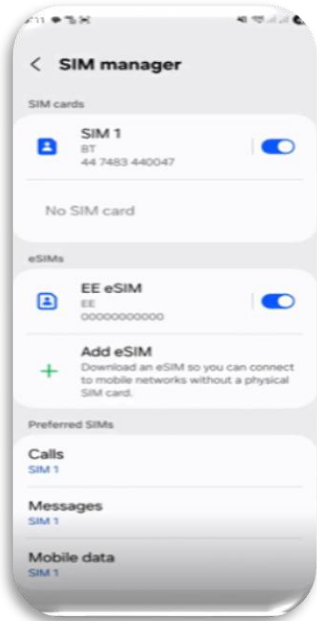| Step 6	Step 7	Step 8	Step 9
Select your 'Current Line' for Calls	Select your 'Current Line' for Messages	Select your 'Current Line' for Mobile Data	And that's it, your EE eSIM is ready

FAQS

For Samsung Galaxy S20, S21 Series, Galaxy Z Flip/Fold Series 1-4 & Note 20 Series with a current eSIM-
For the above-mentioned devices only one <u>eSIM</u> can be active at a time. After completing Steps 1-3 (which installs the new EE eSIM ready for port date) go to **Settings > Connections>SIM Manager** and turn off the new 'EE eSIM' line (which reverts to your current eSIM). Once the porting process is complete, return to **Settings > Connections>SIM Manager** and turn the new 'EE eSIM' line back on.

Mobile number is showing up as 000000000000 within SIM Manager-
Please reboot your device which should update to your EE temporary number.

No SMS Received to install eSIM-
If you haven't received the SMS from EE, please check your network or Wi-Fi connection to ensure your phone is online.
The SMS will attempt to reach your device for up to 48 hours. If your phone is switched off or out of network coverage for more than 48 hours, the message will expire. In that case, you'll need to contact your mobile administrator to request a new SMS.

SMS deleted-
If you have deleted the SMS you received from EE to download your eSIM, you will need to request a new SMS by contacting 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>Connections/SIM Manger 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> Connections/SIM Manager 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.

What devices CTI is available for-
All devices running Android 10 or higher and the latest GMS Core version.