

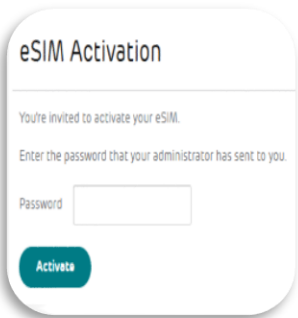
DIGITAL ESIM END USER PRE PORT ESIM INSTALLATION INSTRUCTIONS WITH AN EXISTING SIM INSTALLED FOR ANDROID
LOOK OUT FOR THE MAIL TO SCAN THE SCAN THE QR CODE FROM YOUR PHONE AND FOLLOW THE INSTRUCTIONS BELOW....

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.

Once advised to install your eSIM please go to Settings>Network & Internet>SIMs>Add SIM>Set up you an eSIM

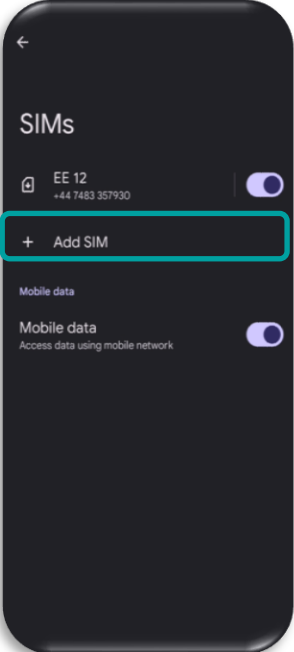
Step 1

After clicking on the link received on mail by Mobile Manager, enter the password shared by your admin and scan the QR code..



Step 2

Click on Add SIM



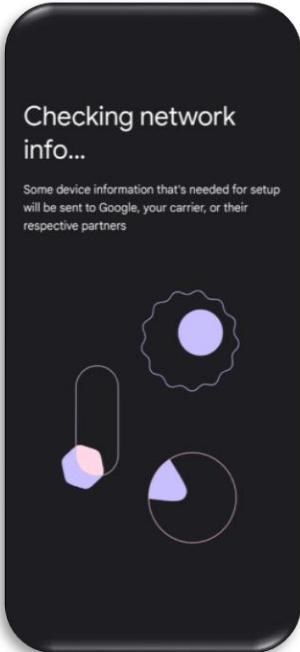
Step 3

Click on Set up an eSIM tab



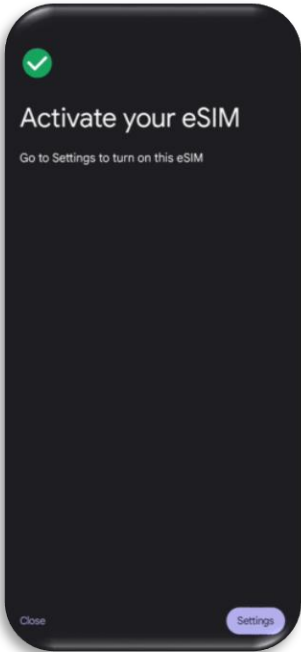
Step 4

Your eSIM download will begin. It may take a few minutes to download



Step 5

Click on Settings to activate your EE eSIM



DIGITAL ESIM END USER PRE PORT ESIM INSTALLATION INSTRUCTIONS WITH AN EXISTING SIM INSTALLED FOR ANDROID

IF YOUR DEVICE DOESN'T SUPPORT DUAL ACTIVE ESIM AND YOU'RE USING AN ESIM CURRENTLY PLEASE SEE FAQs FOR THE NEXT STEPS

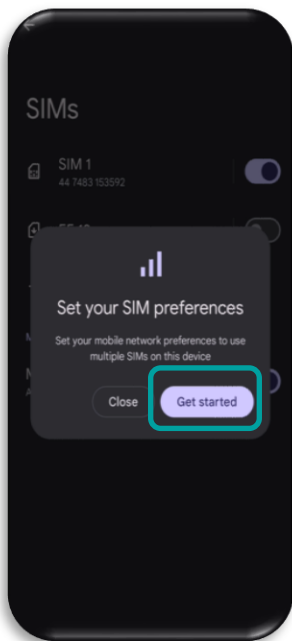
CUSTOMISING YOUR ESIM BEFORE PORTING-RECOMMENDED SET UP

We recommend you keep your current SIM/eSIM as the default SIM until your port date as per Step 9

Rename the EE eSIM for your convenience & keep your current SIM/eSIM as the default SIM until port date

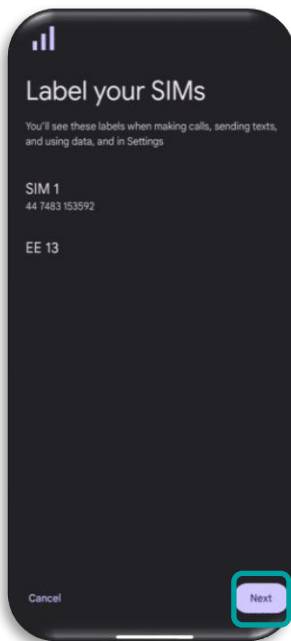
Step 6

Click on Get started to personalise your eSIM



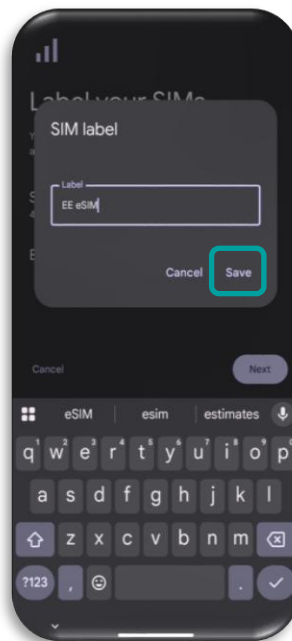
Step 7

Click on Next to rename your new EE eSIM



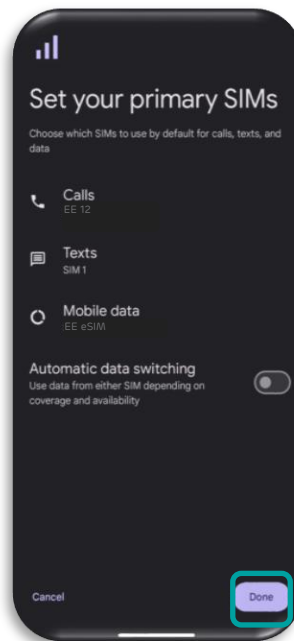
Step 8

In the SIM label field rename to EE eSIM (or similar) and click Save



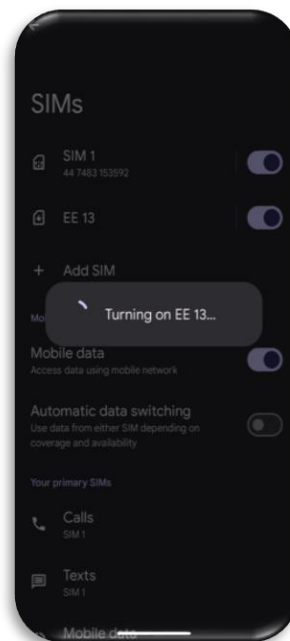
Step 9

Select your existing line for 'Calls' & Select your 'EE eSIM' for Data



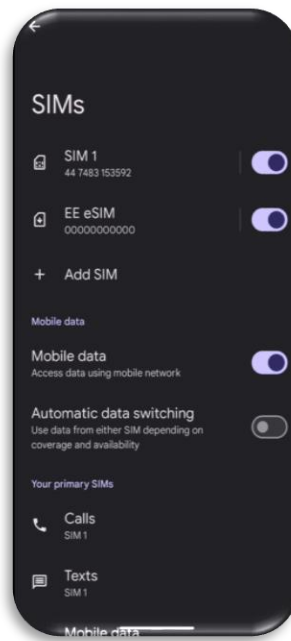
Step 10

That's it, your eSIM is installed



Step 11

You are now ready to use EE eSIM



FAQS

If your device doesn't support dual active eSIM and your device already has an eSIM please follow the steps below.

If you are unsure, please visit our compatibility page to find out [eSIM-compatible devices](#) | [Business Help](#) | [EE Business](#)

After completing Steps 1-3 (which installs the new EE eSIM ready for port date) go to **Settings > Networks & Internet** and turn off the new 'EE eSIM' line (which reverts to your current eSIM). Once the porting process is complete, return to **Settings > Networks & Internet** 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.

Default settings post port date-

Once you have successfully ported you can check or change the default settings by going to the Settings> Network & Internet>SIMs 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.

OLD SIM REMOVAL POST PORT

Once the port has been successfully completed, please remove your previous SIM card/SIM. Once removed please select the old-line under Settings> Network & Internet>SIMs 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.

