

# ESIM DEPLOY TO DEVICE MDM PRE-PORT INSTALLATION INSTRUCTIONS FOR IPHONE WITH AN EXISTING SIM INSTALLED

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 to customise your eSIM

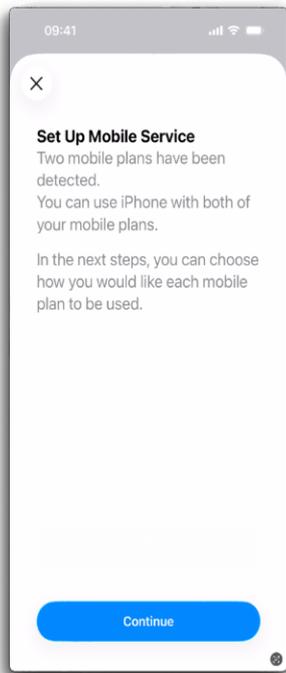
## Step 1

Click on the pop-up



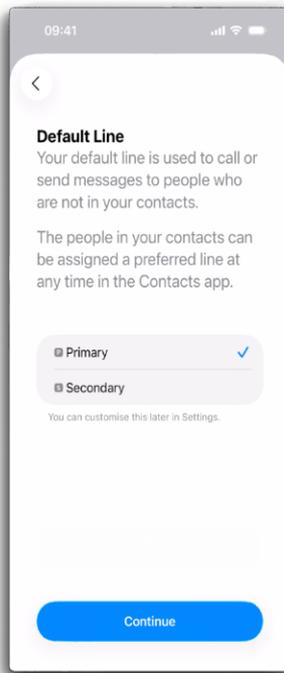
## Step 2

Click Continue



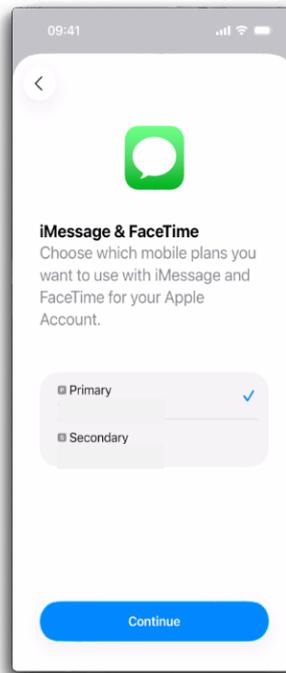
## Step 3

Select your existing line as a Default for calls.



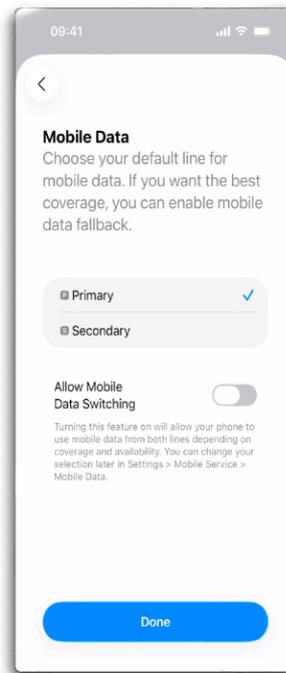
## Step 4

Select your existing line as default for iMessage & FaceTime



## Step 5

Select your existing line as default for Mobile Data



# ESIM DEPLOY TO DEVICE MDM POST-PORT INSTALLATION INSTRUCTIONS FOR IPHONE

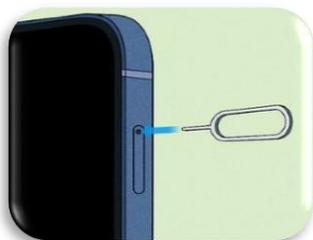
WE RECOMMEND DELETING YOUR OLD SIM OR ESIM BEFORE PROCEEDING WITH THE STEPS TO USE YOUR NEW EE ESIM.

IF THE SIM IS INSTALLED AS A SECONDARY SIM, THEN ON MIGRATION DAY SIMPLY REMOVE THE OLD SIM AND VERIFY THE NEW ESIM IN YOUR DEVICE'S SETTINGS

Remove your Physical SIM card

## Step 6

Once you notice your existing signal drop, remove your Physical SIM. This will default your lines to your new EE eSIM



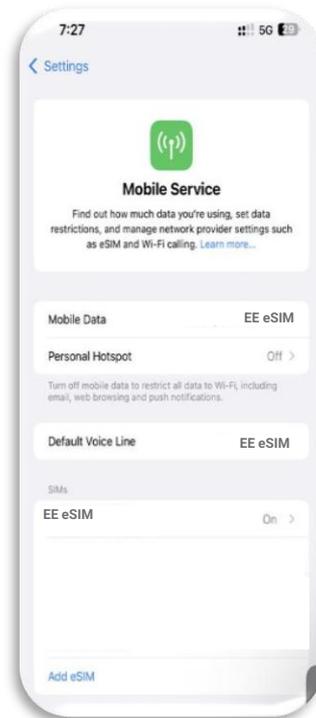
Removing your old SIM record and ensuring the defaults are set to the new SIM

## Step 7

If you have an existing eSIM with previous provider, you need to delete your old eSIM.

Once you have deleted your 'Old eSIM' line, update Contacts when prompted.

**Make sure you do not delete your new EE eSIM.**



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## 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.

### **If you have missed the pop up-**

If you miss the pop up, please go to Settings>Mobile Service and personalise your eSIM. 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.