

# ESIM DEPLOY TO DEVICE (DTD) MDM PRE-PORT INSTALLATION INSTRUCTIONS FOR SAMSUNG WITH EXISTING SIM INSTALLED

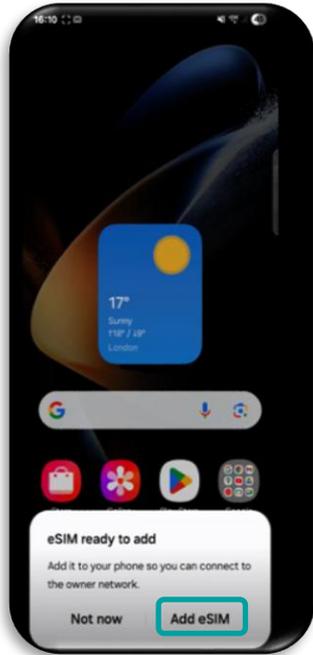
\*FOR SAMSUNG GALAXY 20,21,Z & NOTE 20 DEVICES USING AN EXISTING ESIM, PLEASE SEE THE FAQs FOR YOUR NEXT STEPS

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, ensure you are on the latest Android software (15 or above) and go to Settings>Connections>SIM Manager

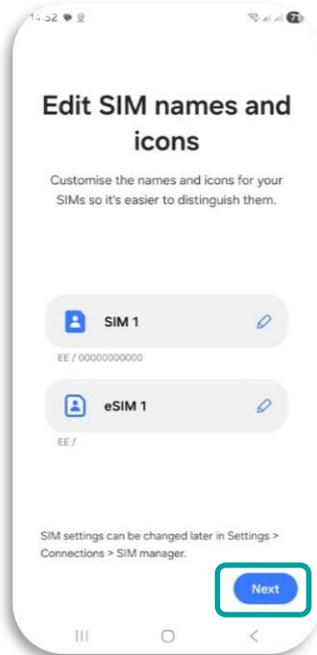
## Step 1

Click on Add eSIM if prompted



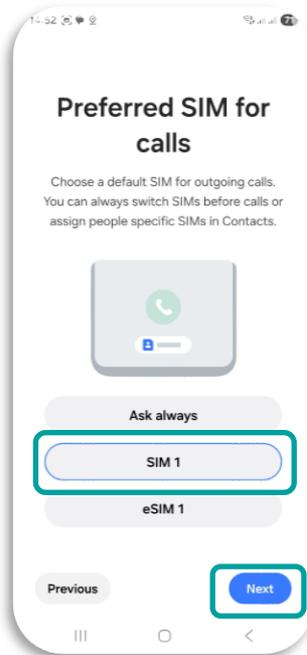
## Step 2

Click on the pencil to Rename your EE eSIM



## Step 3

Select your existing line as a Default for calls.



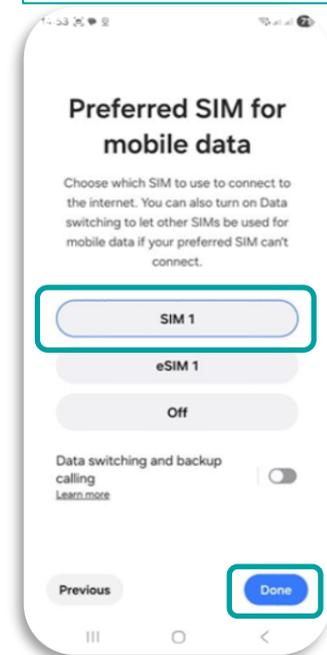
## Step 4

Select your existing line as a Default for messages



## Step 5

Select your existing line as a Default for mobile data



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

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## FAQS

### **For Samsung Galaxy S20, S21 Series, Galaxy Z Flip Series & Note 20 Series with a current eSIM-**

For the above-mentioned 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 > 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.

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

If you miss the pop up, please go to Settings>Connections/SIM Manager and personalise your eSIM. If the issue persists, contact your mobile administrator.

### **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.

## 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.

