

Convert your Physical SIM to eSIM or Transfer Jio eSIM from one device to Motorola device in 5 Easy Steps

Please Note : It is mandatory to complete all 5 steps to activate eSIM on your Motorola device

Please don't skip or avoid any step



If you wish to transfer eSIM from existing device to Motorola device, You must have your active eSIM device to initiate eSIM request via SMS

If you don't have your active Jio eSIM device with you,
Don't worry you can visit nearest Jio store with any Proof of Identity along with new Motorola device for activating eSIM services



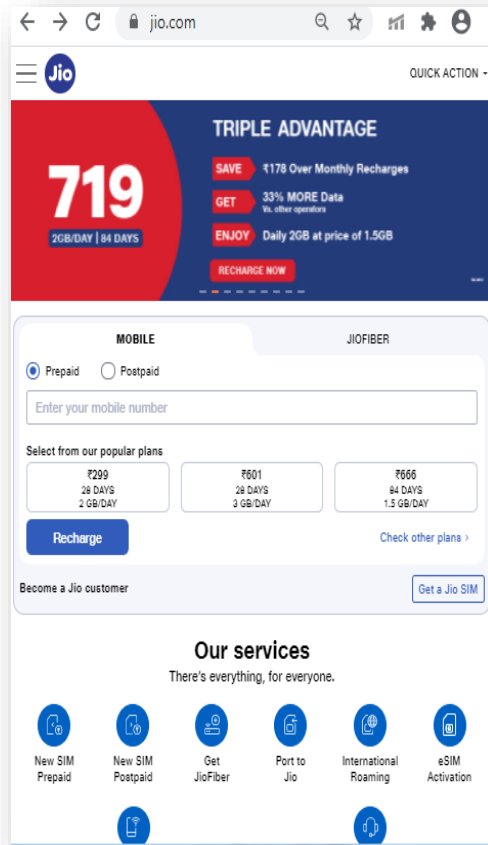
To start the eSIM process, Please ensure you have

- 1. An eSIM Compatible device**
- &**
- 2. Your email id registered for your Jio number**

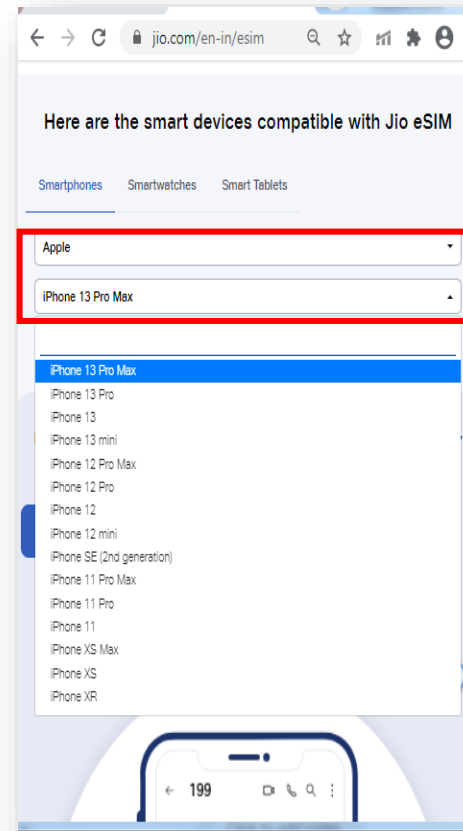


To check whether your device is compatible with eSIM

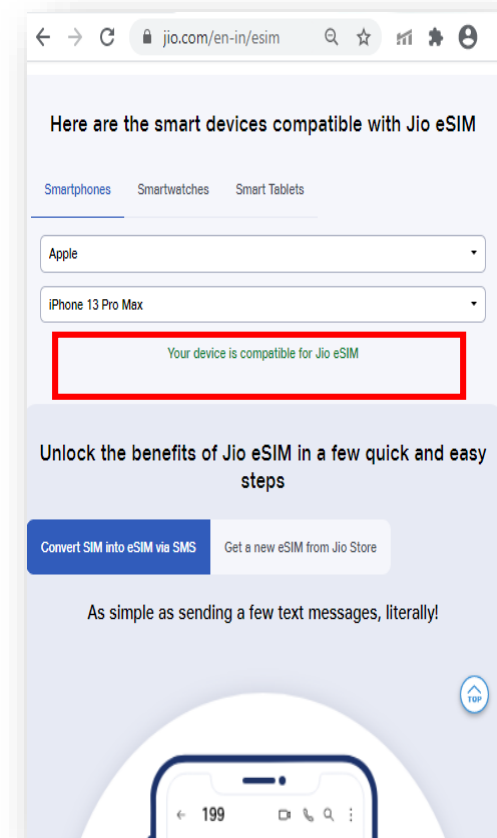
1. Go to
<https://www.jio.com/en-in/esim>



2. Select Your Device
make & model



3. Refer the
Compatibility Status



Now that you know, your device is compatible with Jio eSIM, let's move to the next step
Please note if your device is not compatible, You can use physical Jio SIM

Lets check if your email id is registered for your Jio number

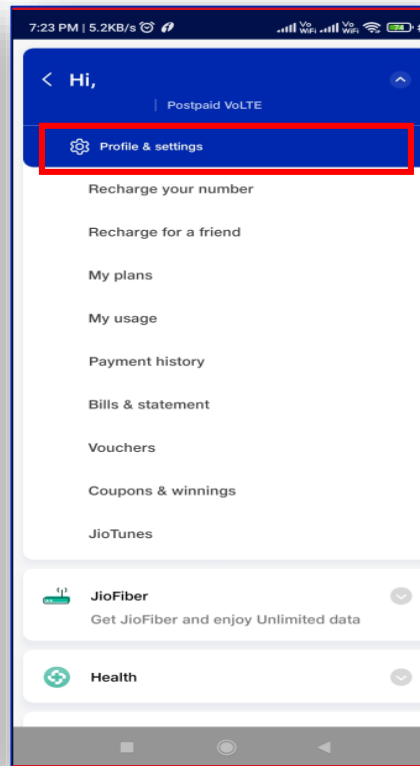
1. Open MyJio app



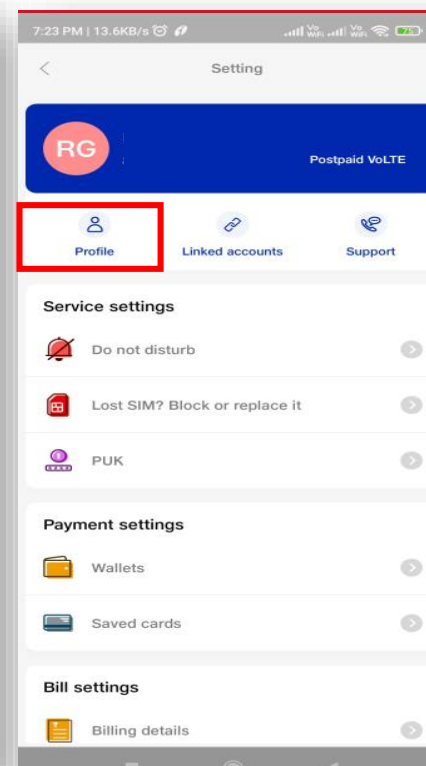
2. Click on Menu



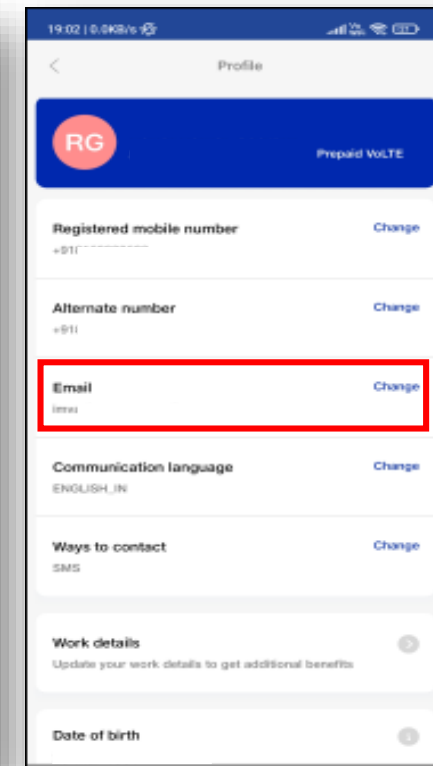
3. Tap on Profile and Settings



4. Tap on Profile

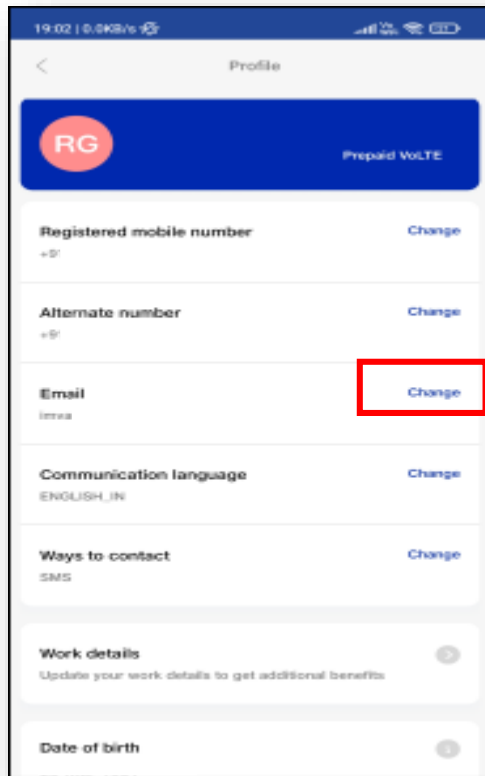


5. Check email id

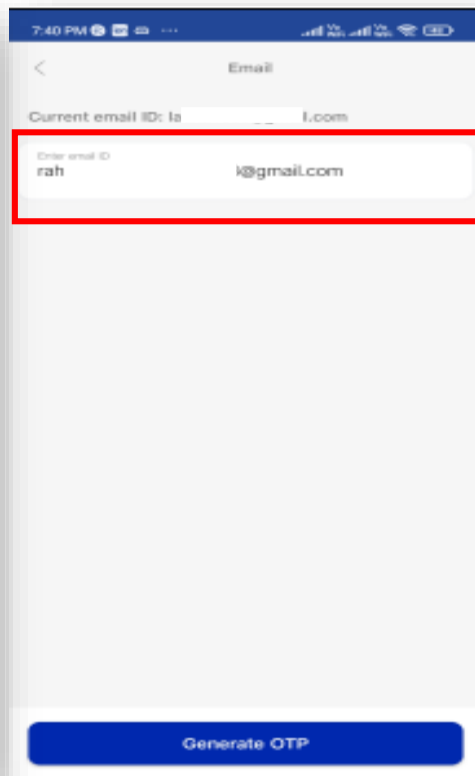


If email id is not registered or updated incorrectly

1. Tap on Change



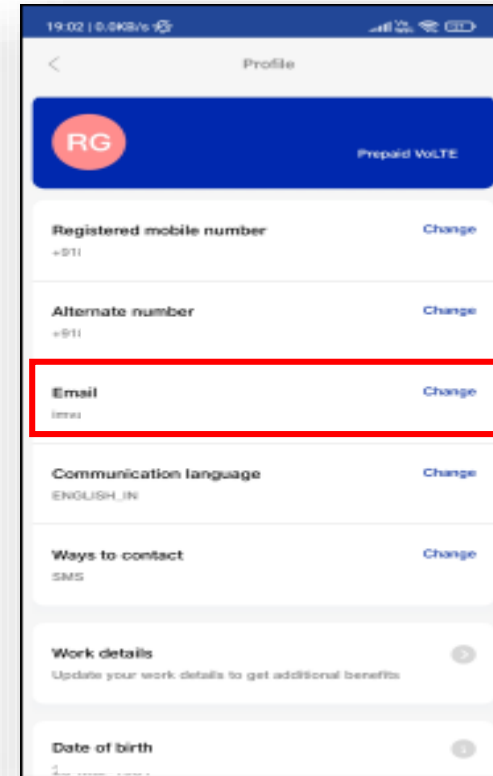
2. Enter correct email id



3. Enter OTP sent on new email id & Submit



4. Check new email id updated



Lets proceed to the next step

To initiate the 1st step, you need to have the EID Number and IMEI number of the device on which you wish to activate your Jio eSIM

We suggest you to please write down the EID number and IMEI number as they are lengthy and need to be sent via SMS



To find the EID number and IMEI number on your Motorola device

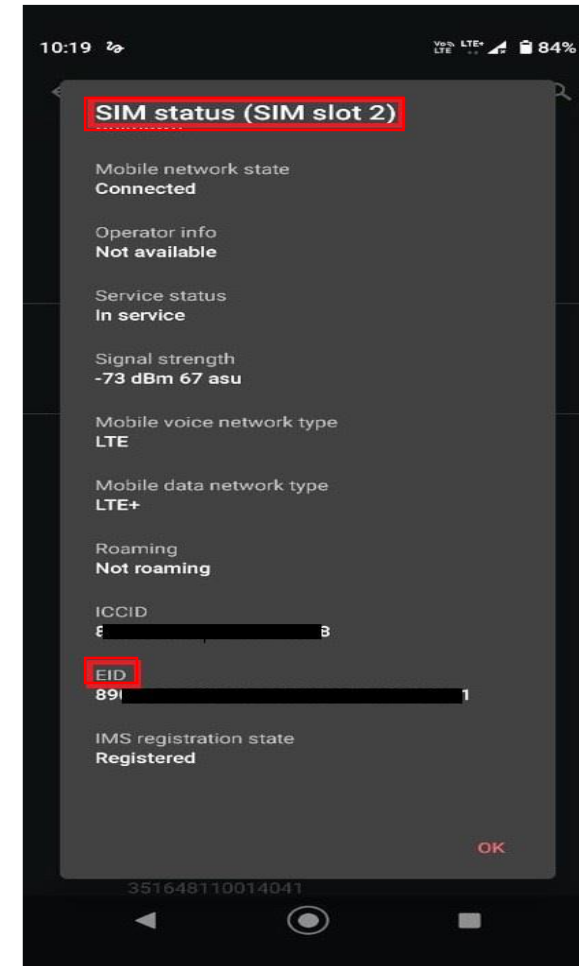
1. Go to Settings & Tap on About Phone



2. You will find 15 digit number in IMEI (SIM slot 2) field, Now Tap on IMEI (SIM slot 2)



3. You will find 32 digit EID number in EID field, Please write down IMEI (SIM slot 2) & EID number

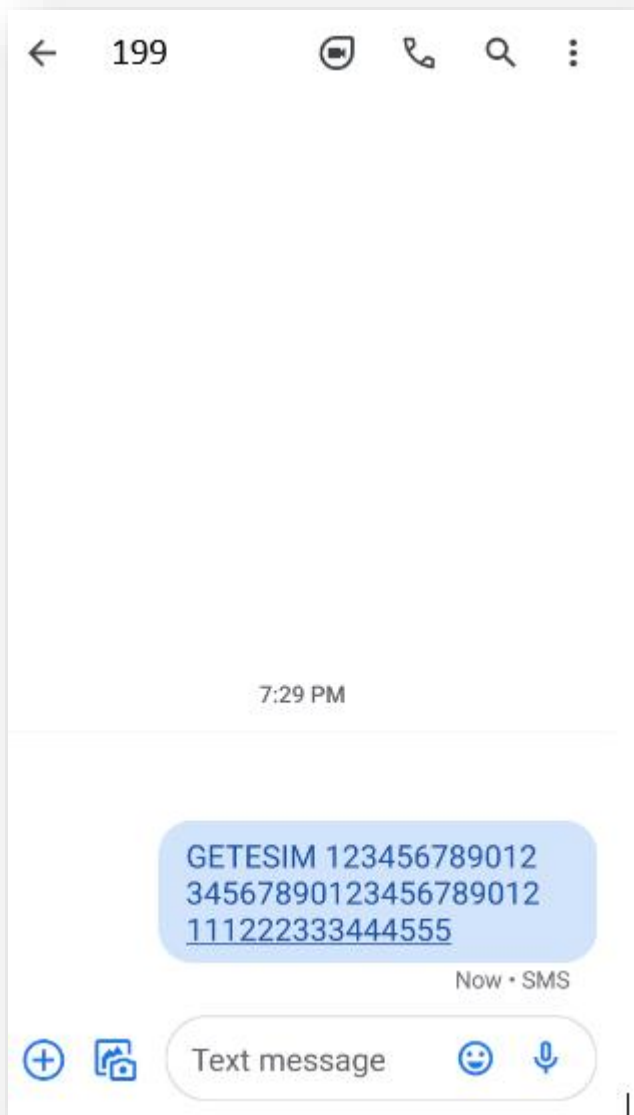


Now that you have the EID and IMEI number, let's begin with the eSIM activation

Please note, you have to complete all the steps to activate the eSIM on your device. Do not skip any step.

And ensure that your eSIM Motorola device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.





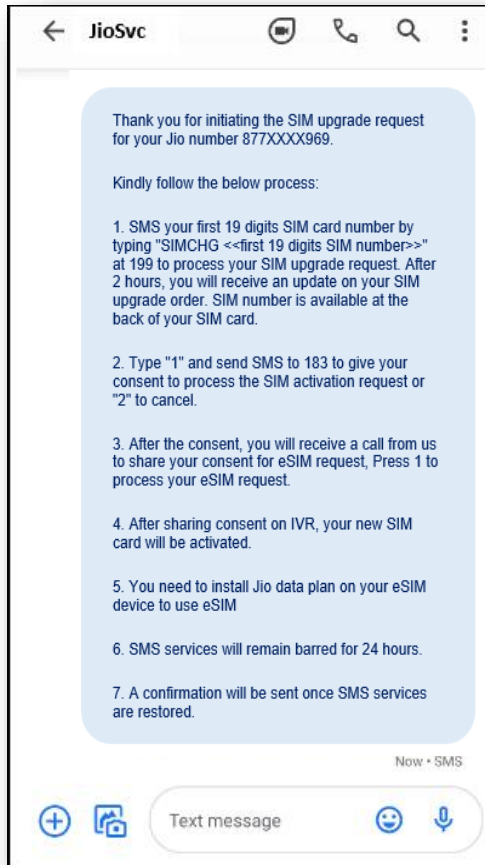
Step 1

1. Open messages and compose a new SMS
2. Type **GETESIM** <space><32 Digit EID><space><15 Digit IMEI> and send to 199 from the Jio number you wish to upgrade to eSIM

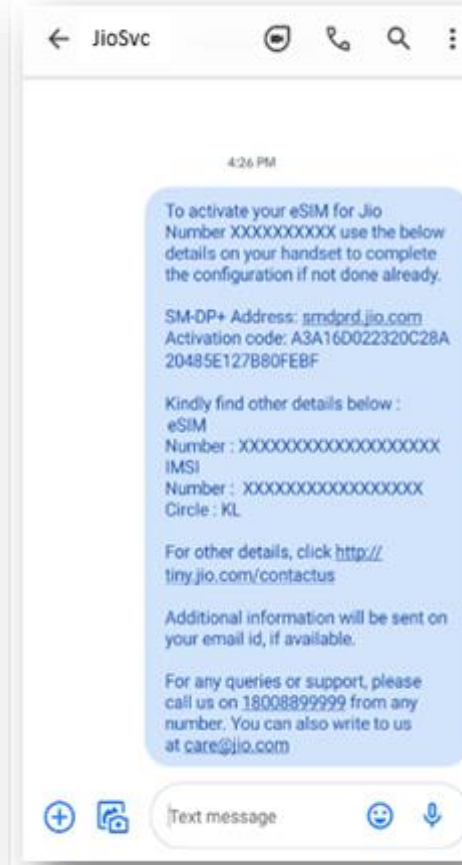
If you get revert SMS asking to update your email id, please go ahead and update your email id in your account as suggested in the beginning of this document



19 digit eSIM Number



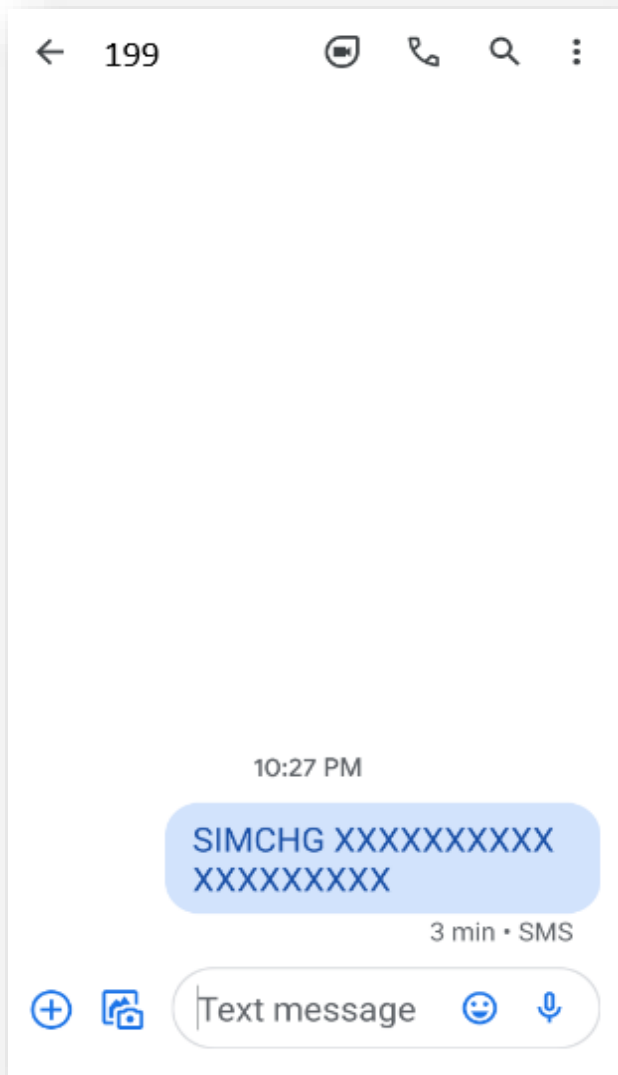
eSIM Activation Details



- On sending the correct EID and IMEI number to 199, In revert you will receive 19 digit virtual eSIM number & activation code details via SMS on your Jio number. Please note same details will also be sent on your registered email Id.

- If you get revert SMS or email asking to send correct EID and IMEI number, Please verify EID and IMEI sent by you and resend SMS.





Step 2

1. Copy the 19 digit eSIM number from the SMS sent on your Jio number
2. Open messages and compose a new SMS
3. Type **SIMCHG <space><paste or enter 19 digit eSIM Number>** and send to 199

On sending the correct eSIM SMS, you will receive a confirmation SMS & email

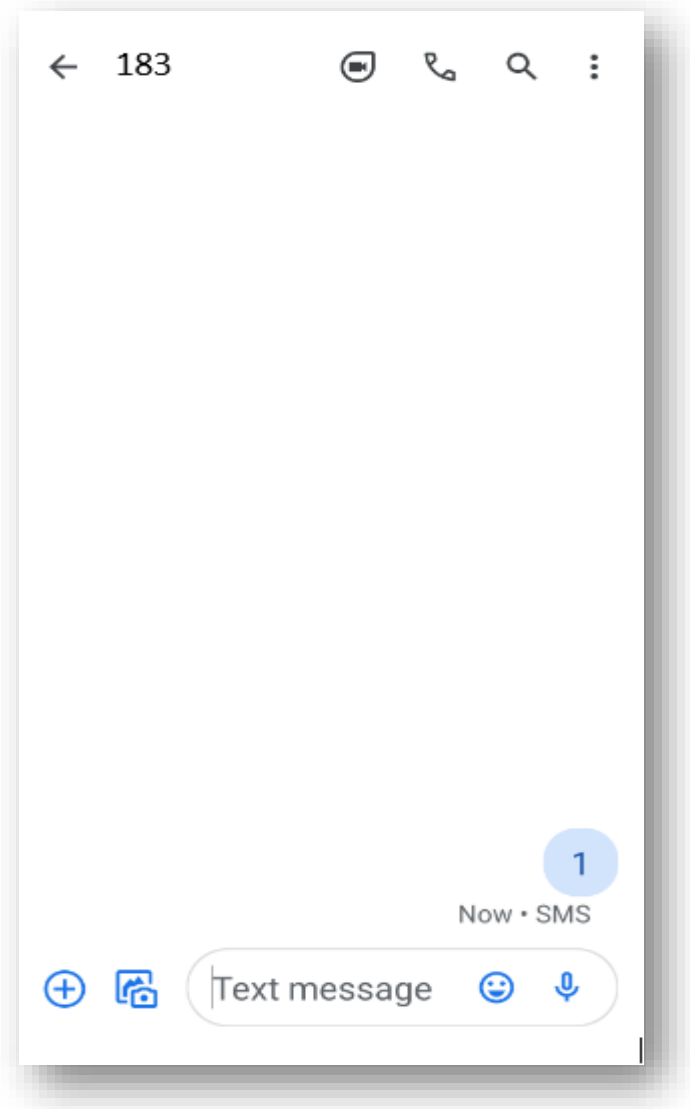
If you get a SMS & email asking to send correct eSIM number, Please re-verify the eSIM number and resend the SMS to 199



Post sending 19 digit eSIM number, You will have to wait for 2 hours while we process your request

After 2 Hours, you will receive a SMS & email from us requesting your consent to process your eSIM request





Step 3

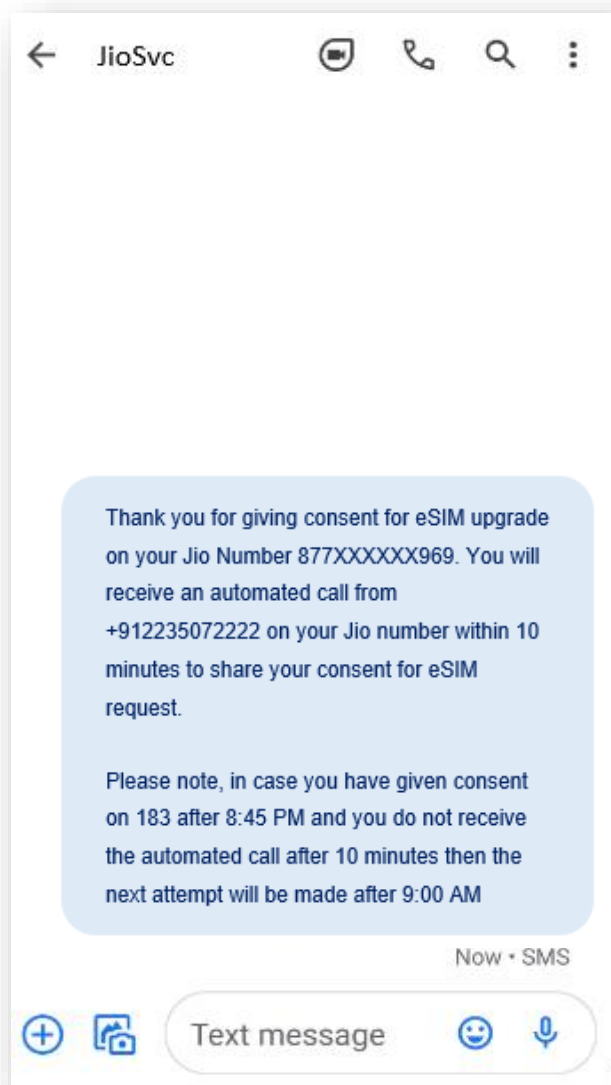
1. Open Messages and compose a new SMS
2. Type **1** and send to 183
3. On sending the consent SMS, a confirmation SMS & email will be sent to you

If you wish to cancel your eSIM request for any reason

Type **2** and send to 183



Step 4



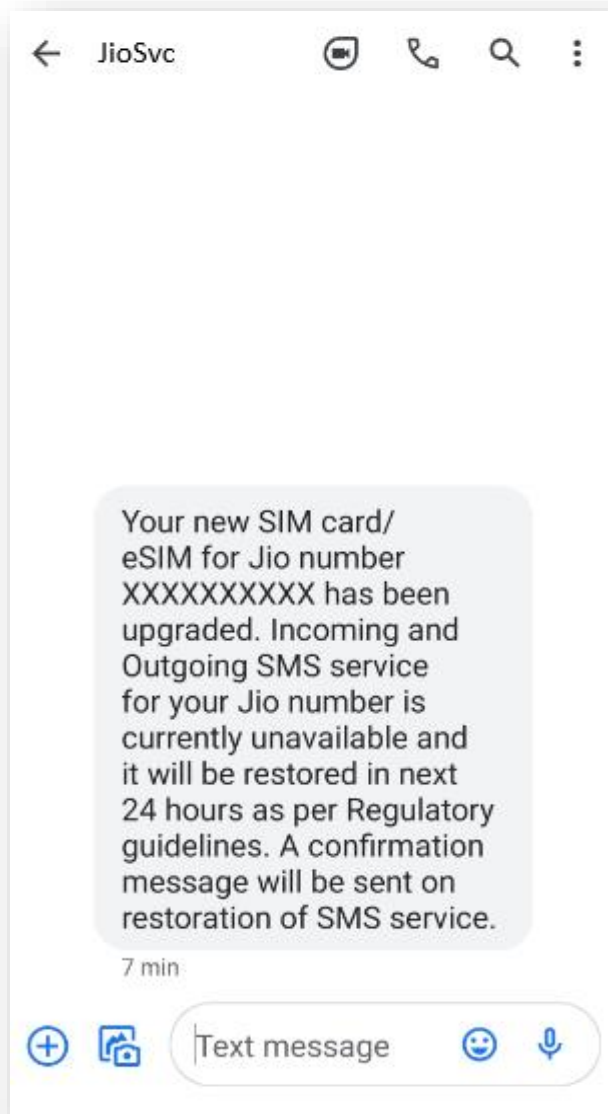
1. Within 10 minutes of sending consent SMS, you will receive an IVR call from **+912235072222** on your Jio number asking for your consent to process eSIM request. Press 1 to share your consent on automated call.

2. After sharing consent on the IVR, a confirmation sms & email will be sent to you.

In case you have missed the IVR call or disconnected the same before you could share your consent, don't worry you will receive another call within 3 hours between 9am to 9pm.

In case you don't get the 1st IVR call within 10 minutes of sending the consent SMS, we suggest you check your missed call list as you may have not answered the call thinking it is a spam call or check if you have enabled spam blocking via your phones dialler or any 3rd party apps.





As soon as you receive this SMS, Your existing SIM will stop working and your phone will show 'No Network'



You are now just one step away from activating your new eSIM.

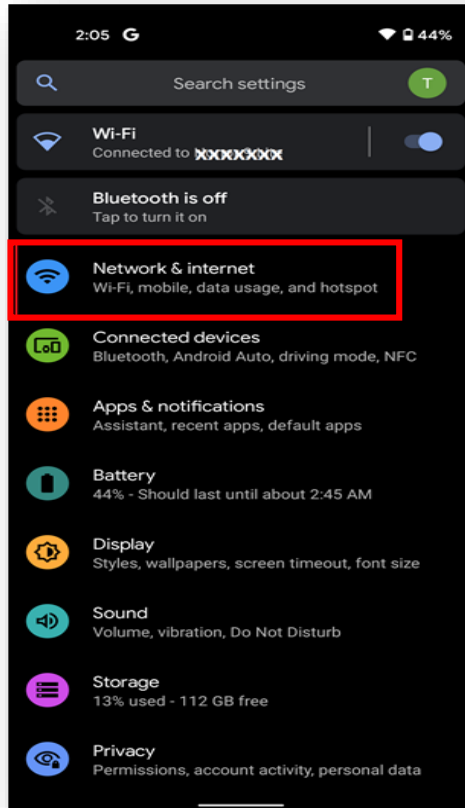
Please ensure that your Motorola device is connected to the internet using Wi-Fi or Mobile Hotspot during this process.

To complete the activation process, you need to configure eSIM profile using activation code on your Motorola device.

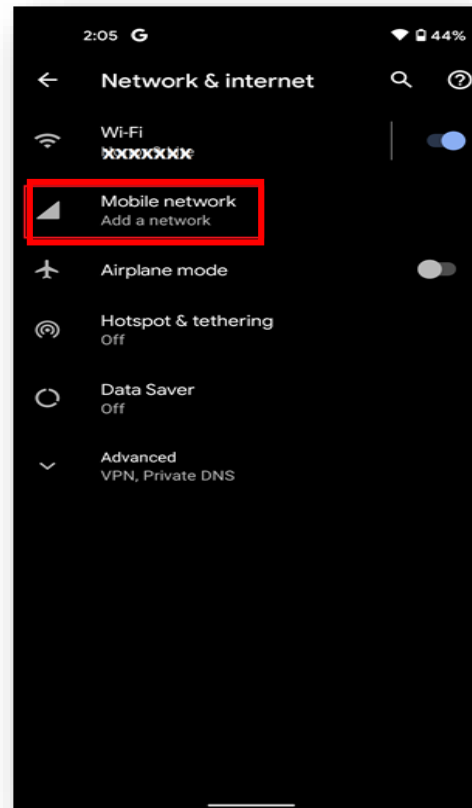


Step 5

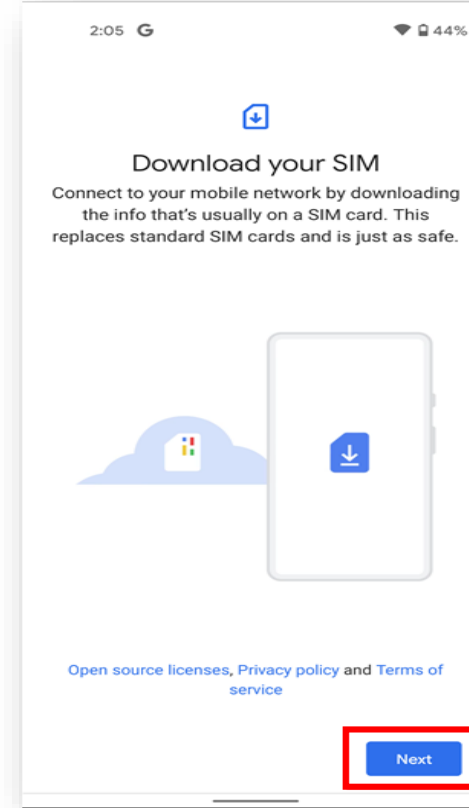
Go to Settings & Select
Network & Internet



Tap on Mobile Network



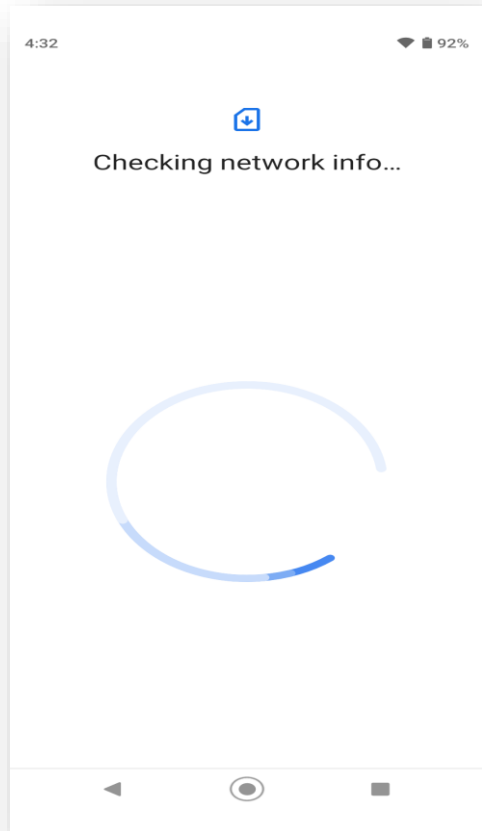
Tap on Next



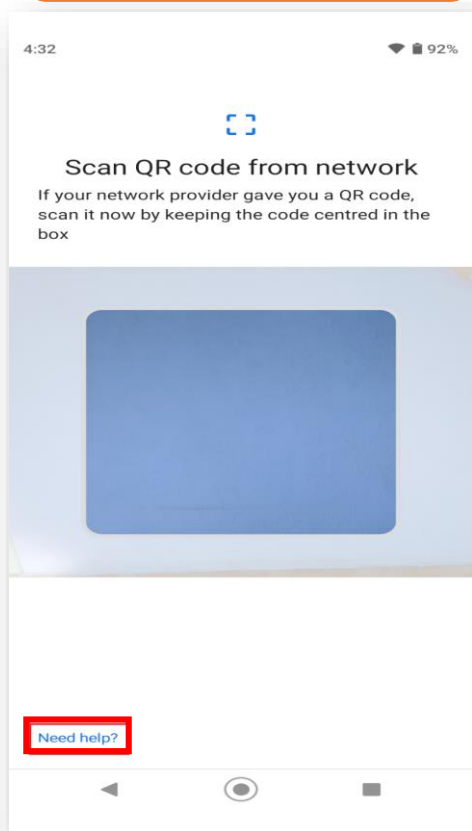
Please note : For Motorola RZAR device, after selecting Mobile Network, Click on Advance Option >> Tap on Carrier>> then click on “Next”

The images shown here are for illustrative purposes only and may change with updates to the device operating software

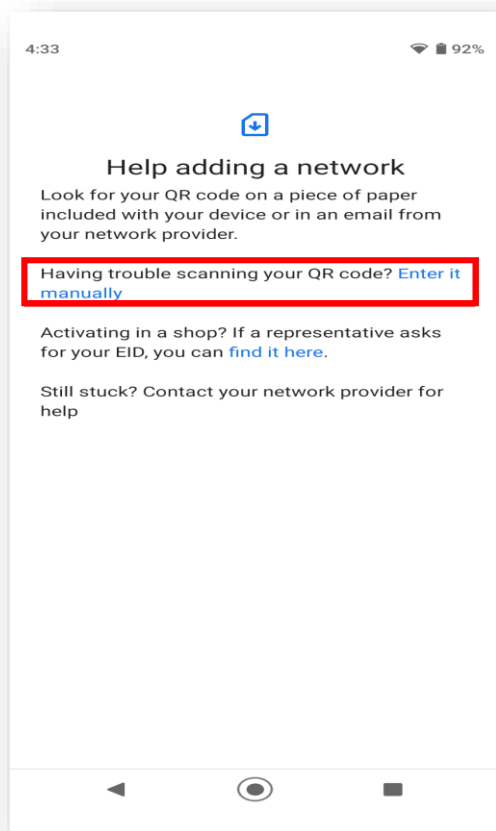
Please wait for few seconds
for your device to show the
next screen



To enter activation code,
Tap on “Need Help”



Tap on “Enter it manually”

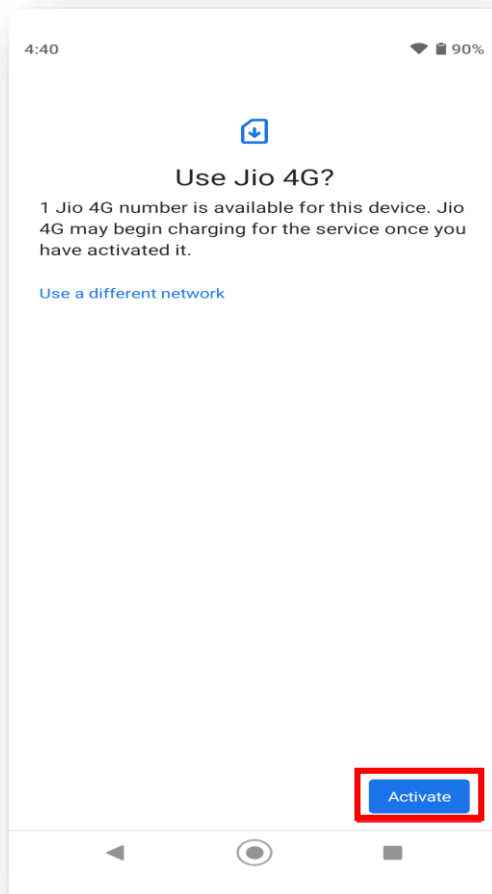


Enter the Activation Code
received via SMS as shown
below

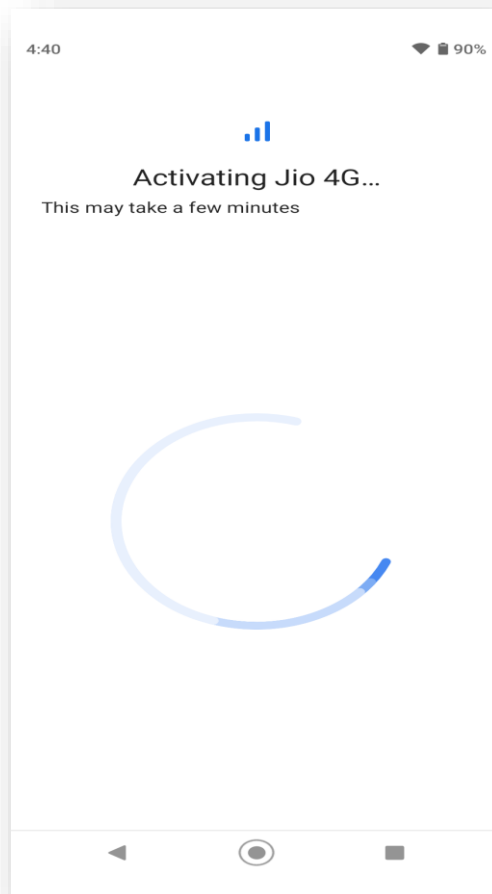


The images shown here are for illustrative purposes only and may change with updates to the device operating software

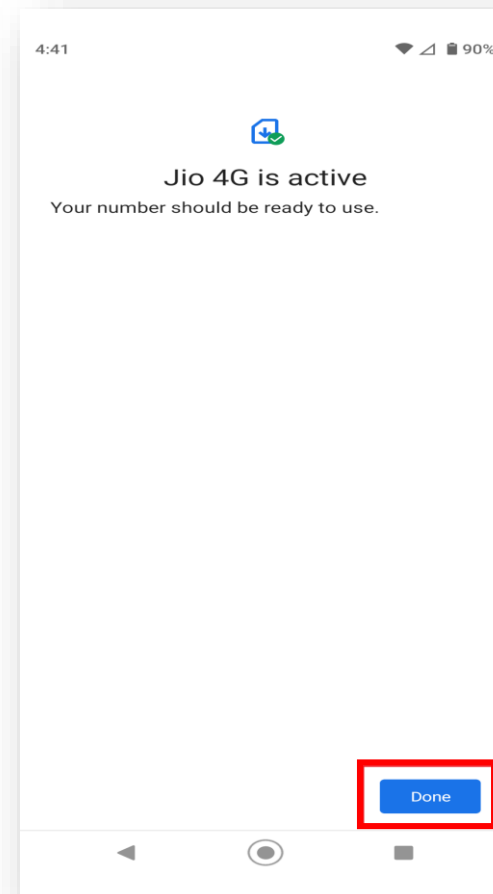
After entering the activation code, Tap on "Activate"



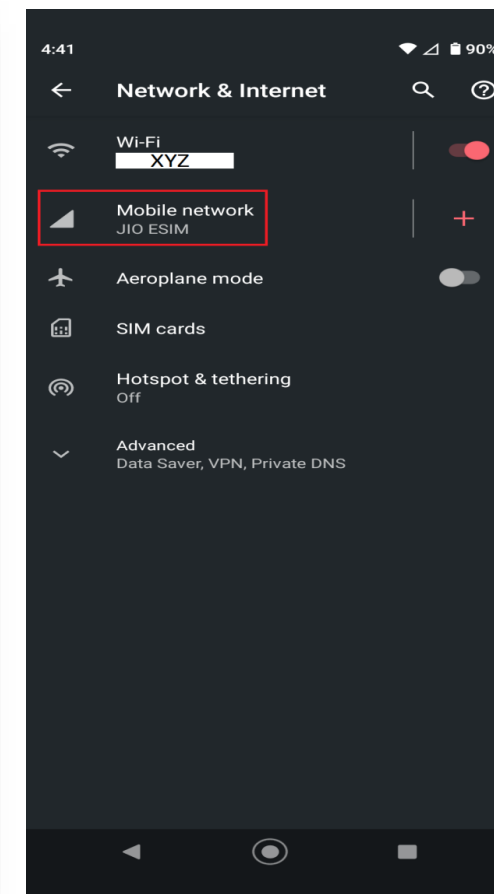
Please wait for the eSIM activation to be completed

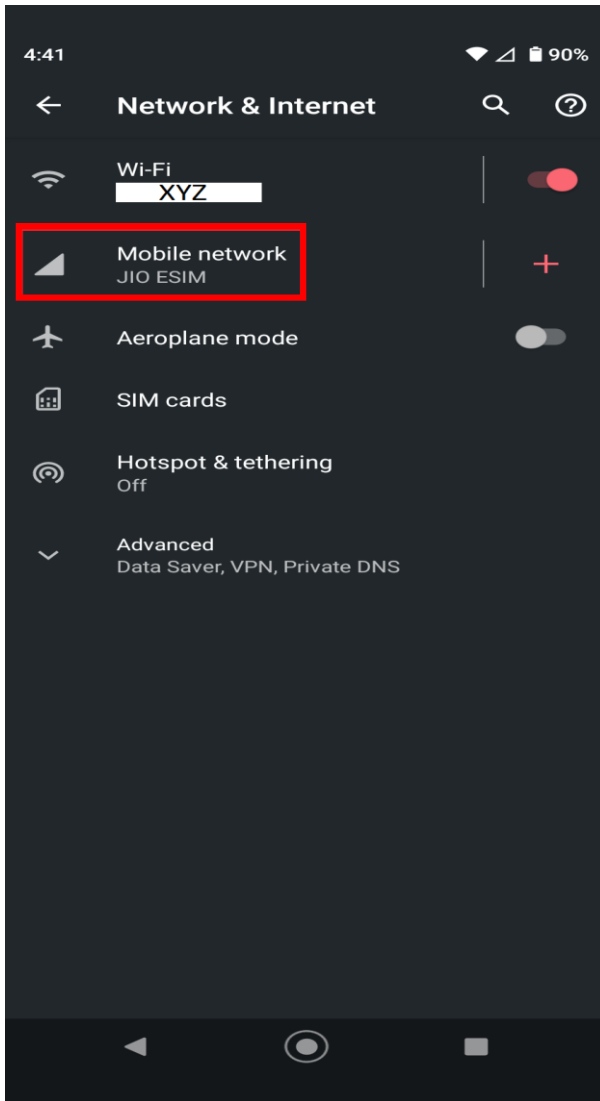


Once activation is completed, Tap on "Done"



Jio eSIM gets successfully activated and reflects under Mobile Network





After Plan addition is completed,
Jio eSIM gets successfully activated
and reflects under Mobile Network.

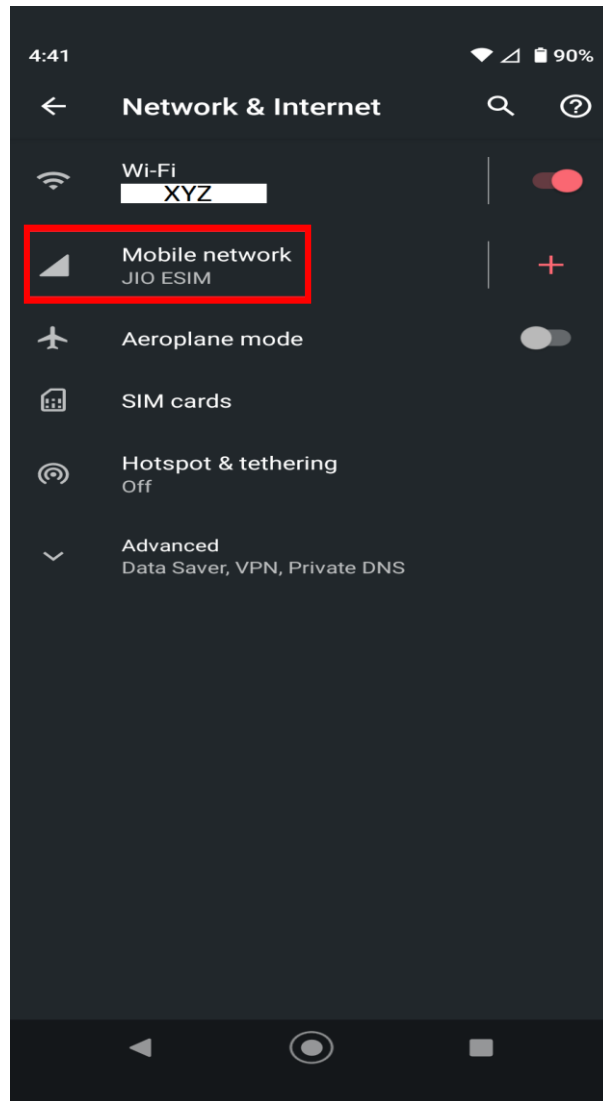
For any assistance with eSIM profile
activation, Please call us on 199
from any Jio number or call
18008899999 from non Jio number.



Please Note:

As per regulatory guidelines SMS services on your Jio number will be not be available for 24 hours post eSIM upgrade





Important Information

Please don't delete Jio ESIM as this will permanently delete your eSIM profile and you will not be able to use any Jio services.

- If you have unknowingly deleted then please visit your nearest Jio Store with your Proof of Identity along with Motorola device to place a new request for eSIM. Unfortunately, in this case it will not be possible to configure the new eSIM using the SMS process.



Thank You!

