

# Switching to eSIM: Steps to Convert Physical Jio SIM to eSIM

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By Vipin PG | Published October 9, 2025 | Updated October 9, 2025 | Format: Guide | 3 min read

## Quick answer

To convert your Jio physical SIM to an eSIM, open the MyJio app and verify your email, enter your device's EID number, and confirm with an OTP sent to your Jio number.

Switching from a physical SIM to an eSIM has never been easier. With Jio, the entire process can be done right from your MyJio app, offering a smooth and quick transition while keeping your connection active.

## What You'll Need Before You Start

Before starting the eSIM conversion, make sure you have the following ready:

- Your Jio number should be active.
- You're logged in to the MyJio app on your phone.

That's it, once these are in place, you can move on to the conversion steps.

## Steps to Switch to eSIM

### Step 1: Email Verification

1. Open the MyJio app and enter your email ID.
2. Tap on Verify.
3. You'll receive a verification OTP on your email.
4. Enter and submit this OTP to confirm your email address.

### Step 2: SIM Authentication

1. Make sure your Jio SIM is inserted in the same device where you're performing the eSIM setup.
2. Enter the EID number of your eSIM device (this can be found in your phone's settings).
3. If you already have an existing physical SIM, you can copy the EID from there.
4. Tap on Proceed to move to the next step.

### Step 3: OTP Confirmation

1. You'll get an OTP on your Jio number.
2. Enter the OTP in the app.
3. Confirm the submission of your eSIM request.

## After Submitting the Request (Post-Initiation)

Once you've submitted the request, wait for about 2 hours. During this time, your mobile services will continue to work normally, you won't lose network access.

## IVR Call Confirmation

After the waiting period, you'll receive an IVR call from 022-35072222. Follow these steps carefully:

1. Answer the call and listen to the instructions.
2. Enter the number prompted during the call.
3. If you miss the call, don't worry, you can request a callback by sending an SMS with the word "recall" to 199.

## Canceling the Request (Optional)

If you change your mind or made a mistake, you can cancel the eSIM request by pressing 1 when you receive the IVR call.

## eSIM Installation Process

Once the request is confirmed, it's time to set up your eSIM.

1. Connect your phone to Wi-Fi or a mobile hotspot.
2. For Apple and Samsung devices, you'll get an eSIM profile notification, tap on it to start.
3. You'll also receive a QR code in your email. To install using QR code:
  - Open your camera app and scan the QR code.
  - Follow the on-screen instructions to complete setup.
  - If the QR code is on the same device, save the image and scan it from settings by choosing Add eSIM.

## Completing the Setup

Once installation is done:

- Your old physical SIM will lose network connection.
- The eSIM will activate automatically, and your device will connect to the network.

## Important Things to Remember

- SMS services may not work for up to 24 hours after activation.
- Do not delete or erase your eSIM, this could cause loss of service, and you'd have to request activation again.
- Always keep your email with the QR code safe for future use.

## Conclusion

Switching to an eSIM through the MyJio app is a straightforward and reliable process. It saves you from handling physical SIM cards and keeps your number safe even if you change devices. Just follow the steps carefully and stay connected without interruption.