WeGuard® Support

Device Enrollment - Which IMEI to use to register Dual sim devices on zero touch portal?

Hello and Welcome to WeGuard Enterprise Knowledge-base Series.
In this KB article, We will explain which IMEI to use to register Dual sim devices on zero touch portal.

A dual-SIM device includes two modems and has two IMEI or MEID numbers. Use the first hardware ID because zero-touch enrollment identifies devices by modem 1, for eg., IMEI 1. If you mistakenly claim a device using another IMEI or MEID number, the portal shows a new, separate device. However, zero-touch enrollment doesn't recognize or provision the new device.

We hope this article was useful. Thank you for reading.

For more WeGuard insights, please explore the Visual Knowledge-base Series
For more details, please do visit https://www.weguard.com
If you need any help on this, do call up WeGuard Support +1 833-936-2253 or contact WeGuard Support Email.

https://support.weguard.com/portal/en/kb/articles/device-enrollment-which-imei-to-use-to-register-dual-sim-devices-on-zero-touch-portal