eSIM activation guide for Orange prepaid offers

For Android





Welcome

Before you leave, install your Orange Holiday eSIM from your home.



Installing your Orange Holiday eSIM



#1 Before you travel

Congratulations, you have just purchased an Orange Holiday eSIM.

Before you travel, you will need to install it on your smartphone.

Follow the steps shown on pages 4 to 7

#2 During the flight

While in the air, remember not to change the settings for the airplane mode. To avoid any roaming fees during the trip, deactivate your home SIM.

Follow the steps shown on pages 8 to 9



#3 Upon your arrival

You have reached your destination! You can deactivate the airplane mode and enjoy your trip, stay connected with your Orange Holiday eSIM.

Follow the steps shown on page 11 to 15

#4 After returning home

Here you are at home again. We hope you enjoyed your connected journey with Orange Holiday.

Remember to switch back the settings to your home SIM card. See you soon!

Follow the steps shown on page 16

Download and install the eSIM in your home country



1 Click on Settings

2 | Tap Connections

3 Select SIM card management

Before vou travel

Download and install the eSIM from your home country





4 Click the Add mobile plan link

5 Tap the Scan carrier QR code

6 Install eSIM

Download and install the eSIM from your home country

Two options are available at this point in the installation:

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1 Scan the QR Code

2 Or Enter the activation code manually by clicking on the Enter code instead link 2 Enter the activation information provided by Orange, you have to type these respecting the following format : LPA:1\$SM-DP+ address provided in your Welcome Pack\$Activation code provided in your Welcome Pack

3 Click the Add and use it now link

Before vou travel

Download and install the eSIM from your home country



Before vou travel

1 Click on Skip to disable the eSIM profile

2 The eSIM profile is now disabled

Turn off your cellular data during your flight before activating the Airplane mode





1 Click on Settings

2 Tap Connections

3 Select SIM card Manager

Turn off your cellular data to avoid roaming charges, then turn on Airplane mode

Turn off your cellular data during your flight



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4 Select Mobile data

5 Hover over OFF

6 Click on SIM card manager to go back

Turn off your cellular data to avoid roaming charges, then turn on Airplane mode.

Activate the Airplane mode during your flight



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7 Activate the Airplane mode setting

8 Click on Connections to go back

9 All connections are disabled

Disable the Airplane mode once you arrive at your destination





1 Click on Settings

2 Tap Connections

3 Disable the Airplane mode cursor

Installing and configuring your Orange Holiday eSIM Enable the Orange Holiday eSIM





4 Select eSIM

5 Activate the eSIM profile

6 Enter your PIN

Installing and configuring your Orange Holiday eSIM Enable the Orange Holiday eSIM





7 Click on Name

8 Rename the eSIM to Travel to differentiate it from your home SIM card

9 The name has now been changed



Disable your home SIM card

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1 Disable your home SIM card to automatically switch calls to the eSIM

2 Activate Mobile Data

3 Select Travel to turn on the cellular data on your Orange Holiday eSIM



Disable your home SIM card

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Check that all your settings have been taken into account after you disable your home SIM card.



Remember to reactivate the line connected with your home SIM card. We hope you enjoyed your trip and had a safe trip home. We look forward to seeing you soon on Orange Holiday.

Until next time!

FAQs

Do you need to activate the "Dual SIM" feature?

Voice calls can be made from either of your phone lines.

However, you will need to choose a default line from which the data will be calculated.

For more details, please refer to the instructions on the Android site.

FAQs

Can I store my data (e.g. my contacts) on my eSIM?

Only the physical SIM card can be used to store data, and in particular contacts. Contacts saved on your smartphone are, however, accessible from the eSIM.

What should I do with the various codes I received by email?

The NSCE is your eSIM number.

The MSISDN is your Orange Holiday phone number.

Keep both your NSCE and MSISDN in a safe place.

Confirm your identity in a few steps and register your eSIM by clicking on this link: https://topup.orange.com/register-an-orange-holiday-france-sim-card

The PIN code: by default, it is set at "0000", and is needed to activate your line.

The PUK code: you will need this code to unlock your mobile should you enter an incorrect PIN code multiple times.

For more details about the PUK code, please refer to the Welcome Pack sent as an attachment in your confirmation email.