

eSIM activation guide for Orange prepaid offers

For iPhone



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 7 to 8



#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 9



#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!

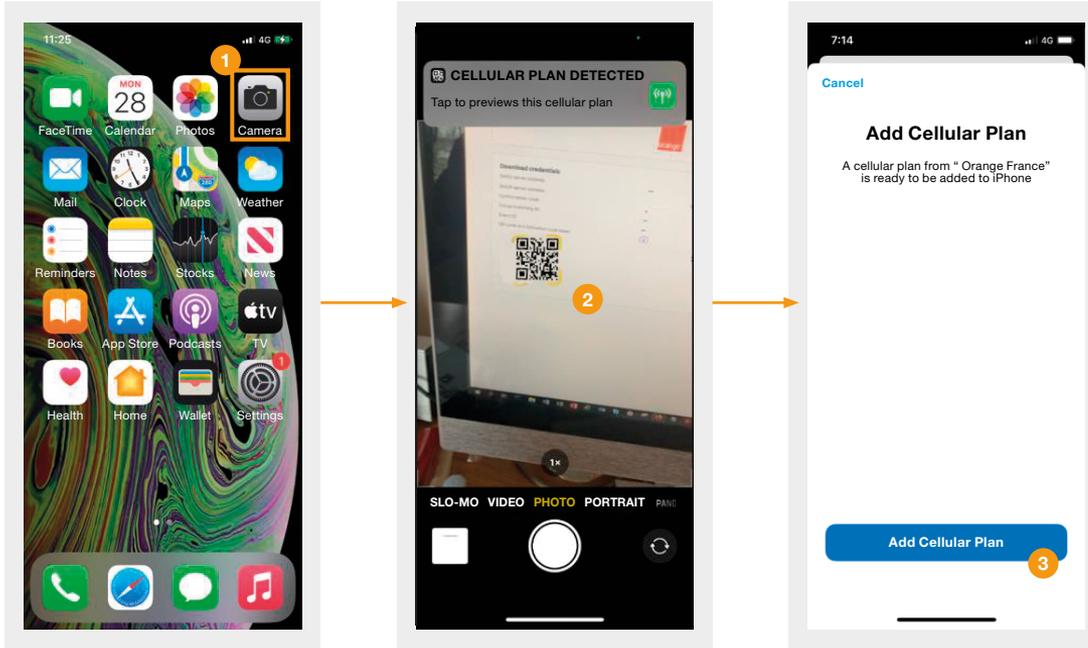
Follow the steps shown on page 10

Installing and configuring your Orange Holiday eSIM

Download and install the eSIM from your home country



Before you travel



You can also install your Orange Holiday eSIM from the **Settings** menu.

Click On the **Settings** icon > Open the **Cellular** submenu and tap **Add Cellular Plan**.

1 | Tap the **Camera** icon

2 | Scan your QR code

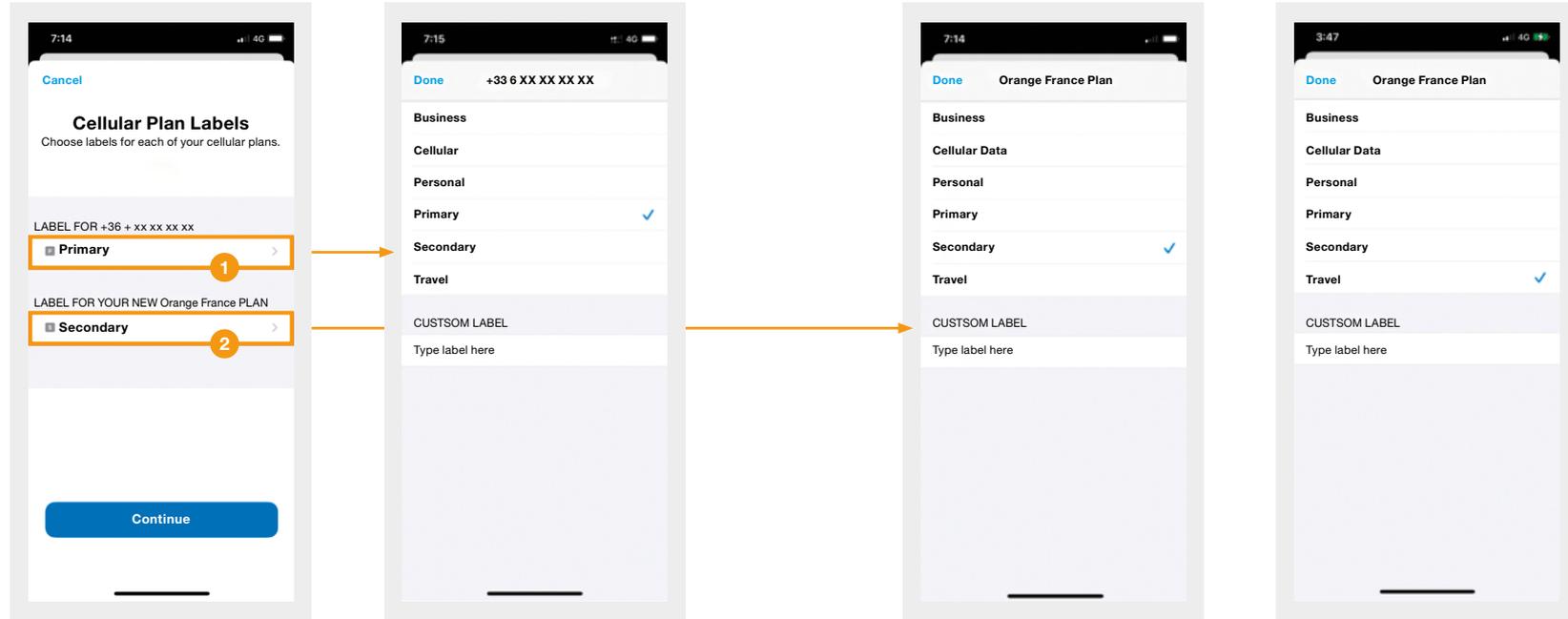
3 | Click the **Add Cellular Plan** button

Installing and configuring your Orange Holiday eSIM

Download and install the eSIM from your home country



Before you travel



1 | The local sim card is associated with the **Primary** label by default. The Orange Holiday eSIM is associated with the default **Secondary** label. You can easily change the label name for the SIM card and eSIM though.

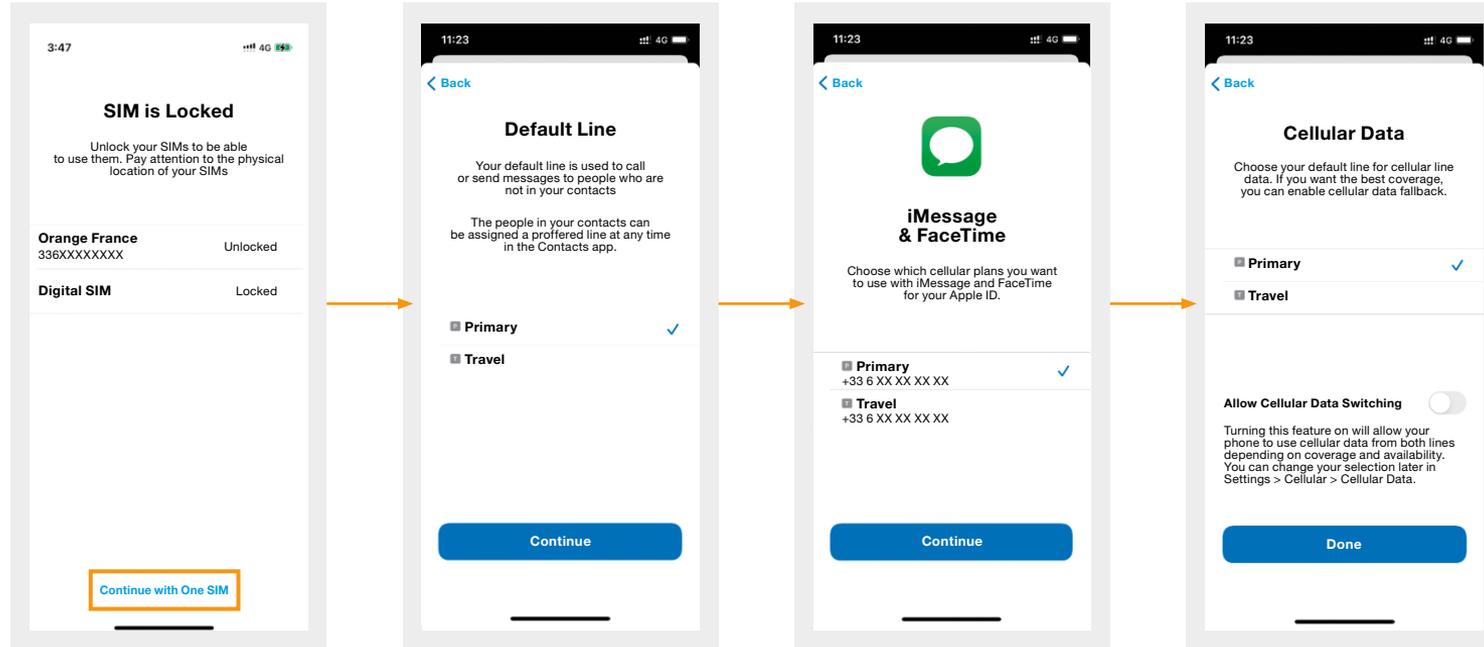
2 | We recommend changing the eSIM profile label to **Travel**.

Installing and configuring your Orange Holiday eSIM

Download and install the eSIM in your home country



Before you travel



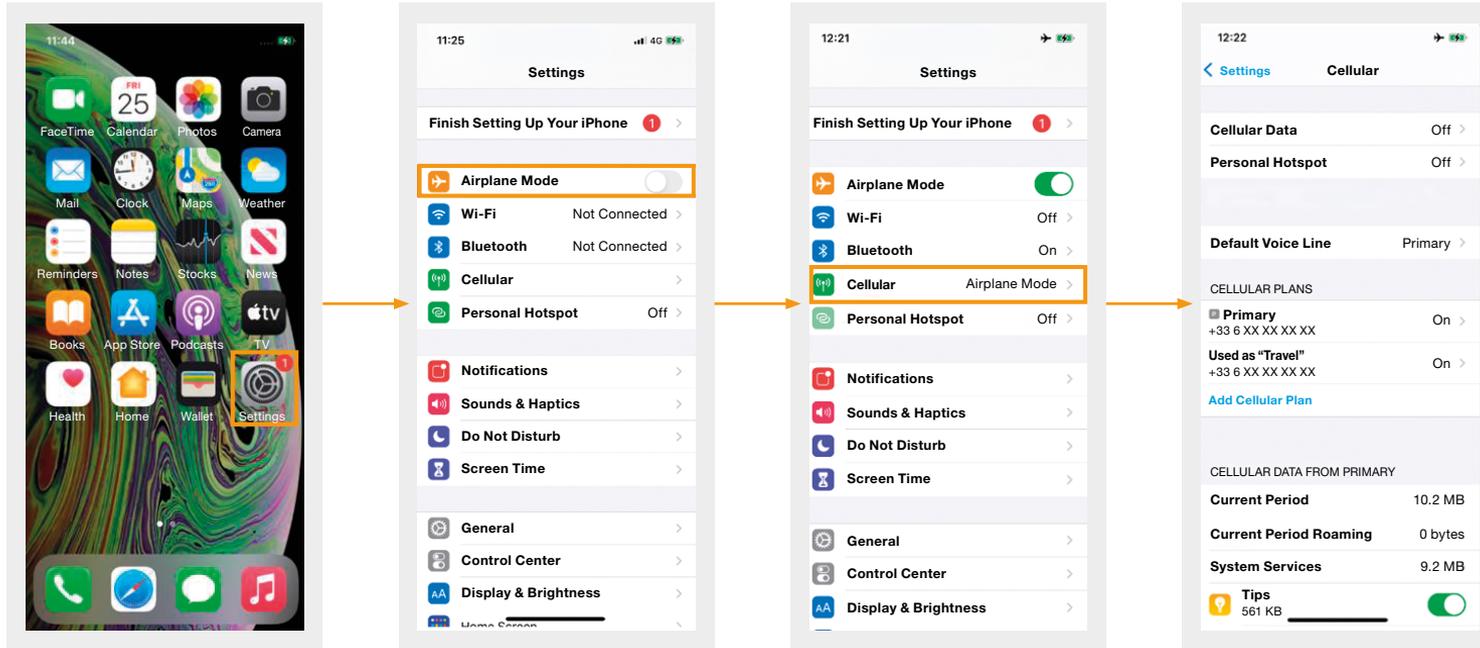
Select **Primary** (i.e. your home SIM card) as the default line for voice calls, iMessage & FaceTime and cellular data.

eSIM profile setup and configuration

Enable Airplane mode



During the flight

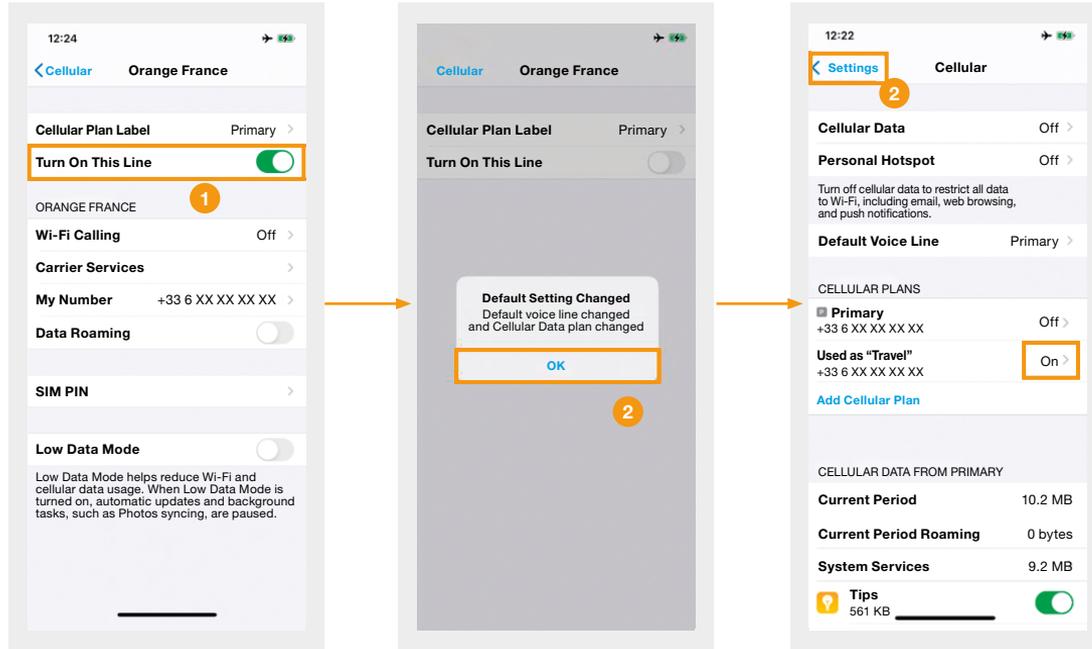


Installing and configuring your Orange Holiday eSIM

Disable your home SIM card to avoid roaming charges



During the flight



1 | Disable the **Primary** SIM card

2 | The switch to the **Travel** Cellular Plan is automatic. Press **OK**

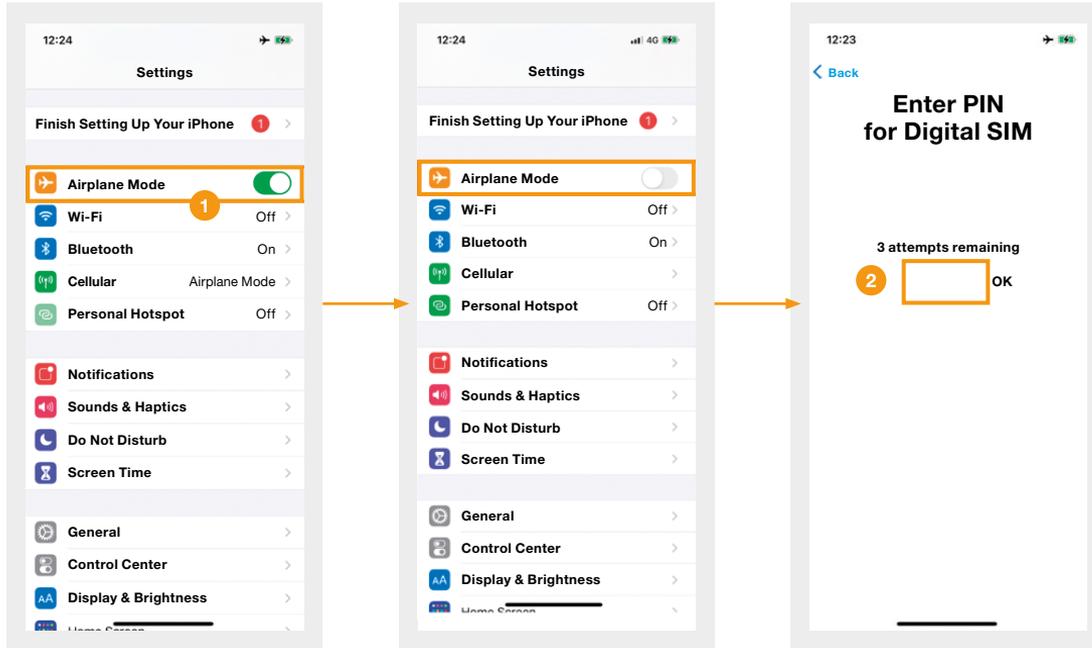
3 | Press **Settings** to go back

Installing and configuring your Orange Holiday eSIM

Turn off Airplane mode and use your Orange Holiday eSIM



Upon your arrival



1 | Disable the **Airplane mode**

2 | Enter the PIN code to your Orange Holiday eSIM. By default it is **"0000"**



Installing and configuring 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.

See you soon!

FAQs

Can't scan the QR code?

Please see page 13 for more details.

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 on which the data will be calculated.

For more details, please visit the Apple website.

In French: <https://support.apple.com/fr-fr/HT209086>

In English: <https://support.apple.com/en-us/HT209044>

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 which 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:

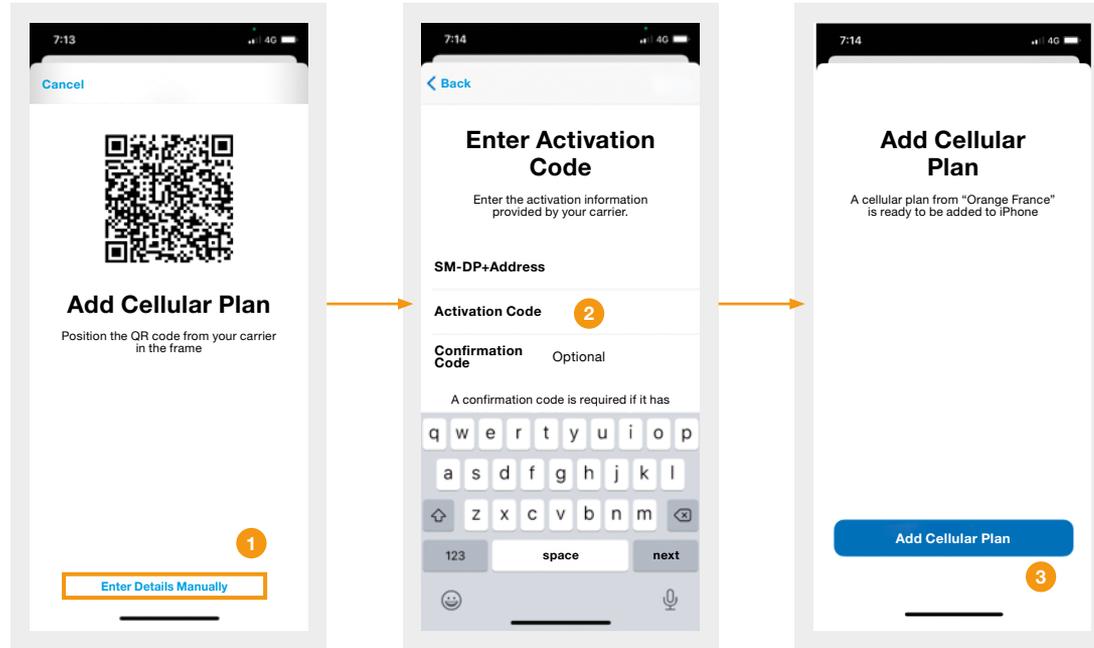
<https://topup.orange.com/register-an-orange-holiday-france/>

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 in case of several incorrect entries of PIN code. For more details about the PUK code, please refer to the Welcome Pack sent as an attachment in your confirmation email.

Installing and configuring your Orange Holiday eSIM

Can't scan the QR Code?



1 | Click **Enter Details Manually**

2 | Enter the activation information provided by Orange

3 | Press the **Add Cellular Plan** button

If you are unable to use the QR code, you can manually enter the corresponding activation information.