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Orange orange

Orange Prepaid SIM Card User Manual

Model: orange | ASIN: B00DWIFA14

PRODUCT OVERVIEW

This manual provides essential information for the setup, operation, and maintenance of your Orange Prepaid SIM Card, also known as Mobicarte. It is designed to help you get the most out of your prepaid mobile service.

Mobicarte

**du crédit offert
et vos appels
et SMS illimités
le soir
de 21h à minuit⁽¹⁾**



Tous formats
SIM



(1) Usages illimités valables en France métropolitaine, voir conditions au dos.

The image displays the front of the Orange Mobicarte prepaid SIM card packaging. The packaging is predominantly orange with a white bottom section. The top part features the word 'Mobicarte' in large black letters on a white rectangular background. Below this, in black text on orange background, it highlights features such as 'free credit', 'unlimited calls and SMS in the evening from 9 PM to midnight'. The bottom left corner indicates 'All SIM formats' with a small icon, and the bottom right corner shows the 'orange' logo.

SETUP

1. SIM Card Insertion

Your Orange Mobicarte comes in a multi-format design, supporting standard, micro, and nano SIM sizes. Carefully detach the correct size SIM card for your device.

1. Locate the SIM card slot on your mobile phone. This is typically on the side, top, or under the battery cover.
2. Use a SIM ejector tool or a straightened paperclip to open the SIM tray, if applicable.
3. Place the Orange SIM card into the tray, ensuring it is oriented correctly according to the diagram on your phone or tray.
4. Gently reinsert the SIM tray into your phone.

2. Activation

Upon first insertion and powering on your device, the SIM card will typically attempt to connect to the Orange network. Follow any on-screen prompts.

- Ensure your phone's mobile data and roaming settings are enabled if you are outside your home network.
- The Mobicarte often includes initial credit and specific benefits, such as unlimited calls and SMS during evening hours (from 9 PM to midnight), as indicated on the packaging.
- If automatic activation does not occur, you may need to make a first call or send an SMS to complete the process. Refer to the specific instructions provided with your SIM card packaging for activation details.

OPERATING

Making Calls and Sending SMS

Once activated, your Orange Prepaid SIM Card allows you to make and receive calls, and send and receive SMS messages.

- **To make a call:** Dial the desired phone number and press the call button.
- **To send an SMS:** Open your phone's messaging application, compose your message, enter the recipient's number, and send.
- Remember to check for any specific conditions related to unlimited calls and SMS, such as the evening hours benefit (9 PM to midnight).

Checking Balance and Recharging

Regularly check your credit balance to ensure uninterrupted service. Recharge options are available through various channels.

- **Balance Inquiry:** Dial the specific Orange short code (e.g., #123# or *123#) or use the Orange mobile application to check your remaining credit and validity.
- **Recharging:** Purchase recharge vouchers online, at Orange stores, or authorized retailers. Follow the instructions on the voucher to top up your account.
- Be aware of the validity period of your recharges. While the SIM card itself may have a longer validity, the credit and associated benefits typically have a shorter expiration period (e.g., 1 month).

MAINTENANCE

Keeping Your SIM Card Safe

Proper handling and care will extend the life of your SIM card and prevent damage.

- Avoid bending or scratching the gold contact area on the SIM card.
- Keep the SIM card away from extreme temperatures, direct sunlight, and moisture.
- Store the SIM card in a protective case if it is not inserted in a device.

SIM Card Formats

The Orange Mobicarte is designed to be compatible with all standard SIM card formats (Standard, Micro, Nano). When changing devices, ensure you use the correct size by carefully breaking out the appropriate section of the card.

TROUBLESHOOTING

Common Issues and Solutions

- **SIM Not Recognized:**
 - Ensure the SIM card is correctly inserted into the tray and the tray is fully seated in the phone.
 - Restart your phone.
 - Try the SIM card in another compatible phone to rule out a device issue.
 - Clean the SIM card's gold contacts gently with a soft, dry cloth.
- **No Network Signal:**
 - Check if your phone is in Airplane Mode and disable it.
 - Move to an area with better network coverage.
 - Go to your phone's settings and manually select the Orange network.
 - Ensure your account is active and has sufficient credit.
- **Unable to Make Calls/Send SMS:**
 - Verify you have enough credit.
 - Check if you are dialing the correct number, including the international dialing code if necessary.
 - Ensure your phone's call barring or message blocking settings are not enabled.
- **Recharge Issues:**
 - Double-check the recharge code entered.
 - Confirm the voucher has not expired or been previously used.
 - Contact Orange customer service with your voucher details if the issue persists.

SPECIFICATIONS

Brand	Orange
Model Number	orange
ASIN	B00DWIFAI4
Service Provider	Orange
Cellular Technology	LTE
SIM Card Formats	Standard, Micro, Nano (All formats)
First Available Date	July 12, 2013

WARRANTY AND SUPPORT

Warranty Information

As a prepaid SIM card, specific hardware warranties typically do not apply. The functionality of the SIM card is guaranteed upon activation. For issues related to manufacturing defects, please contact your point of purchase or Orange customer service within a reasonable timeframe.

Customer Support

For any further assistance, technical support, or inquiries regarding your Orange Prepaid SIM Card, please contact Orange customer service through their official channels:

- **Orange Official Website:** Visit the official Orange website for FAQs, online support, and contact numbers.
- **Phone Support:** Dial the Orange customer service number from your mobile phone or a landline. This number is usually provided on the SIM card packaging or on the Orange website.
- **Orange Stores:** Visit any authorized Orange retail store for in-person assistance.