

eSIM Europe & UK Travel- Bouygues| 15GB | 15 Days

First things first.. eSIM Activation

Important information: If you purchased the eSIM before the 26th of May 2023 you will need to follow the instructions below:

Please **do not** install the eSIM before your activation date as this will cause the SIM not to work when needed. Please only install on the date nominated and when you have arrived at your destination!

The eSIM will be activated on the nominated activation date by the supplier, you will then need to install the eSIM on your phone by clicking the below:

Make sure you land in Europe first then follow the steps below.

[iPhone \(https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad\)](https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad).

[Samsung \(https://simsdirect.helpdocs.io/article/h7drtgq4ac-how-to-set-up-e-sim-on-your-samsung-device\)](https://simsdirect.helpdocs.io/article/h7drtgq4ac-how-to-set-up-e-sim-on-your-samsung-device).

[Huawei \(https://simsdirect.helpdocs.io/article/dukb2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices\)](https://simsdirect.helpdocs.io/article/dukb2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices).

Important information: If you purchased the eSIM on or after the 26th of May, please follow the following instructions. (These eSIMs do not require an activation date and will activate once you land in one of the countries below and it connects to a network)

Make sure you land in Europe first then follow the steps below.

[iPhone \(https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad\)](https://simsdirect.helpdocs.io/article/sgcxsv4uud-how-to-set-up-your-e-sim-on-apple-i-phone-i-pad).

[Samsung \(https://simsdirect.helpdocs.io/article/h7drtgq4ac-how-to-set-up-e-sim-on-your-samsung-device\)](https://simsdirect.helpdocs.io/article/h7drtgq4ac-how-to-set-up-e-sim-on-your-samsung-device).

[Huawei \(https://simsdirect.helpdocs.io/article/duk2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices\)](https://simsdirect.helpdocs.io/article/duk2r7n5q-how-to-set-up-your-e-sim-on-huawei-devices).

If you receive a message about uploading your ID or registering, you can ignore it as it is an automated message and is not required for the 15 days of use!

My data isn't working...

- 1 Check that you have **Data Roaming & Mobile Data** turned on in your Settings.
- 2 Make sure that you have changed your **APN** settings to match the following:
Name: Bouygues Telecom
APN: mmsbouygtel.com
Proxy, Port, Username & Password: do not enter anything.
MMSC: http://mms.bouyguestelecom.fr/mms/wapenc
MMS proxy: 62.201.129.226
MMS Port: 8080
MCC: 208
MNC: 20
Authentication Type: None

Choose "**APN Type**", enter "**default, supl, MMS**", then choose "**OK**" or check "**MMS, default and supl**" and choose "**OK**".

Register the new APN, reboot your phone and enjoy your internet and MMS services.

- 3 **Restart** your phone

If you've been using your eSIM but suddenly your data has stopped working

Sometimes the SIM can stop working. When this happens:

- 1 Turn on Airplane Mode for 1 minute
- 2 Turn off Airplane Mode - this should reboot the connection!
- 3 If your phone says it's connected to LTE or 4G but the data isn't working, try to manually turn off LTE/4G to connect to 4G/3G.

Apple:


Settings > Mobile > Mobile data options > Disable LTE > Restart

Android:

Settings > Connections > Mobile Networks > Network Mode > Switch to 3G/2G > Restart

It might look different depending on your device! If these instructions don't match exactly, explore your settings until you find **Network Mode**


I've tried everything and it's still not working

These guides are based on our most frequently asked questions. If you can't find what you're looking for, feel free to reach out to us and we'll try our best to provide assistance. You can reach us at hello@simsdirect.com.au (<https://simsdirect.helpdocs.io/mailto:hello@simsdirect.com.au>), or hello@simify.com (<https://simsdirect.helpdocs.io/mailto:hello@simify.com>). 

Before contacting us, please have the following information ready:

- Which eSIM have you bought?
- Where are you located?
- When did you activate and what happened when you activated it?
- What troubleshooting steps have you tried?
- Please send through a screenshot of your Mobile Network settings and your APN settings with the WiFi turned off and your mobile data turned on so we can see what's going on.
- Any other details that might help us, help you!

How do I find my number?

Once the QR code has been scanned and the eSIM is activated, you will receive a text from Bouygues with the phone number. The number is a french number +33 

How do I check my balance?

Option 1:

- Login to “My Customer Area” on <https://www.bouyguestelecom.fr/> (<https://www.bouyguestelecom.fr/>) and select your Prepaid SIM Card or eSIM
- Go to “Manage My Consumption”
- The remaining data credit on your selected eSIM will be displayed.

Option 2:

- You can call 630 from your smartphone and follow the instructions to receive the information about your remaining data credit. **(French)**
- You can call 634 to speak directly with the customer support agents and inquire the information about the remaining data credit on your eSIM **(English)**

Option 3:

- You can send the text message “conso” to 680 to check your remaining data credit.

How do I recharge?

As described on the website, the eSIM is non-rechargeable. The only way around this is to buy multiple eSIMs and swap them out as you go.

Can I call USA or Australia with this SIM?

Unfortunately, this SIM doesn't come with calls/texts to USA or Australian numbers!

We'd highly recommend using data applications like FaceTime, Whatsapp, Facebook Messenger, iMessages, Viber or Skype to make calls and texts instead. This'll use the data you have allocated to you.

Read [this \(https://simsdirect.com.au/blogs/travel/how-to-text-and-make-internet-calls-for-free-when-you-travel\)](https://simsdirect.com.au/blogs/travel/how-to-text-and-make-internet-calls-for-free-when-you-travel) neat little article about ways to call home!

How do I make calls/texts?

When calling one of the countries below make sure you use the correct country code.

For example: Calling a Italian number from Italy or France

Dial +39 01 234 5678

Can I hotspot/tether from my phone?

Yep, you can hotspot/tether from your phone.

What's Included & Things to know

- | | |
|--|--|
| <ul style="list-style-type: none">• 15GB of data (No daily limit)• 4G LTE data speed• Hotspot/Tethering enabled• 15 days of usage once activated• Unlimited calls & texts to EU & UK numbers• Comes with a PDF eSIM guide• Works in 50 countries (see 'Where it works' below)• Delivered instantly by email 🚀 | <ul style="list-style-type: none">• No ID registration needed• Can receive calls & texts from European numbers• Works in all unlocked devices (mobile, tablet & wifi devices)• No recharges available - this is a one-time use eSIM• eSIM comes with a French number |
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How do I know if my device is unlocked?

If you bought your device outright, it's most likely unlocked!

If you're unsure, the best way to find out is to call your Aussie network provider and ask! They'll be able to unlock it for you too. This might incur a fee! 🙄

Where will this eSIM work on?

Europe	More Europe
Aland Islands	Hungary
Andorra	Ireland
Austria	Iceland
Azores	Italy
Balearic Islands	Jersey
Belgium	Latvia
Bulgaria	Liechtenstein
Canary Islands	Lithuania
Corfu	Luxembourg
Crete	Madeira
Croatia	Malta
Cyclades	Isle of Man

Cyprus	Norway
Czech Republic	Netherlands
Denmark	Poland
England	Portugal
Estonia	Rhodes Island
Faroe Islands	Romania
Finland	Sardinia
France	Slovakia
Germany	Slovenia
Gibraltar	Spain
Greece	Sweden
Greenland	United Kingdom
Guernsey	

Money-Back Guarantee

The telecommunications industry is exceptionally technical, and although we try our hardest to provide each and every single one of our customers with reliable eSIMs, there are certain technical and network errors that are simply out of our control. However, this is why we have implemented our money-back guarantee, to protect our customers against faulty eSIMs and poor experiences.

It is extremely important to us that our customers are looked after, and we are here to support you as much as possible. We wouldn't be able to do this without you!

In order to claim your Money-Back Guarantee, you'll need to contact us and we'll try to troubleshoot the issue with you. If we can't get it sorted, we'd be more than happy to give you a refund. You can contact us a hello@simdirect.com.au (<https://simdirect.helpdocs.io/mailto:hello@simdirect.com.au>) or hello@simify.com (<https://simdirect.helpdocs.io/mailto:hello@simify.com>). 

