

# [IPHONE] PrivateWave does not connect anymore

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## Symptoms

PrivateWave stops working and does not connect anymore. Forcing a reconnection (kill app and restart) does not solve the issue.

## Cause

On recent versions of iOS (5.x), depending on the mobile network and iOS version, iPhones completely lose connectivity to the internet.

Despite reporting good signal and positive connection, the data connection is broken. To verify if this is the case, open the Safari browser and try to open some websites. If the connection times out, the data connection has broken.

## Workaround

1. Enable airplane mode
2. Wait 10 seconds
3. Disable airplane mode
4. Check that Safari can browse the internet
5. Force PrivateWave reconnection

## Resolution

N/A. Waiting for an iOS fix from Apple