

[BLACKBERRY] Initial wizard doesn't work if radio is OFF

On this page

- [Symptoms](#)
- [Cause](#)
- [Workaround](#)
- [Resolution](#)

Symptoms

On a Blackberry device with OS 7.0, if the initial wizard is done with radio OFF (3G - 2G connection), the wizard does not work and does not configure network and sip account, even if a WiFi connection is available

Cause

This is a specific bug for new devices with OS 7.0

Workaround

Power on radio and restart initial wizard.

Resolution

In progress.