# Blackberry - Check connection status

Check connection indicator

In the top - right corner of PrivateGSM there are two different network indicator, one for WiFi network and one for mobile network.

If PrivateGSM is connected to Sip Server, one of the indicator must be orange and upper-case (Fig. 1), If both the indicator are write and lower-case, open the application button and select "Connect". (Fig. 2)

Fig. 1	Fig. 2
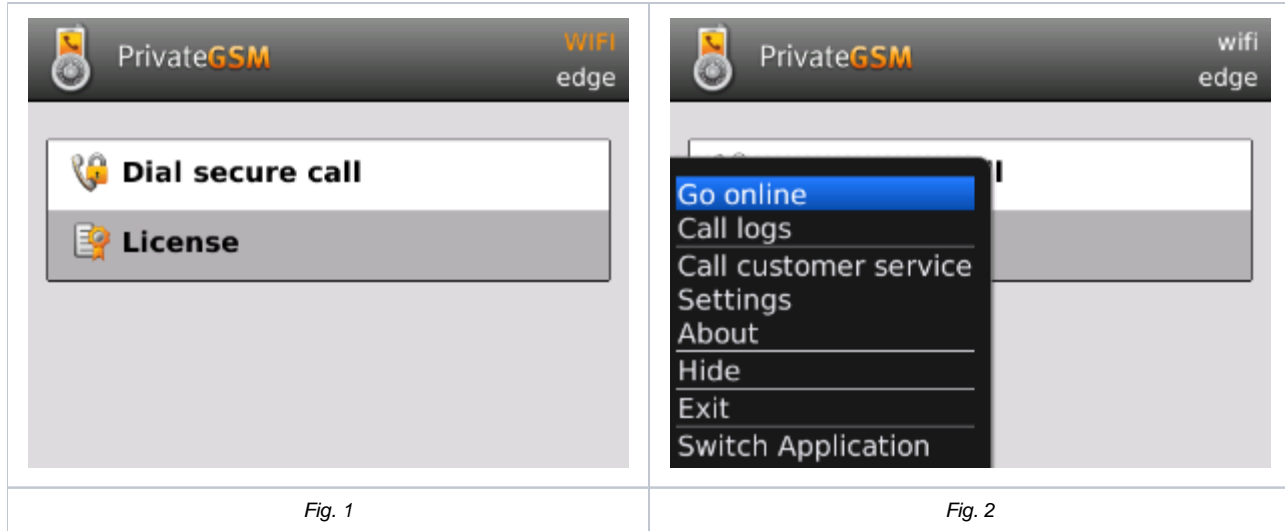
Connection errors

- **Network Error** (in the bottom of the screen) : the device has no network coverage. Enable 2G/3G or WiFi connection and try again to connect

- **Unable to open SIP connection - Description: APN is not specified**: the network is misconfigured (no APN for a DirectTCP connection). Redo network configuration (under PrivateGSM settings menu "rerun connection tester")

- **Unable to open SIP connection - Description: Invalid url parameter**: the network is configured for BIS - BES connection but the sim doesn't support BIS - BES connection. Redo network configuration (under PrivateGSM settings menu "rerun connection tester")

- **SIP server is misconfigured** : the sip server name is wrong, or a Sip Proxy is configured on the device. Check the server configuration or redo the initial wizard (under PrivateGSM settings menu "rerun activation wizard")

- **Sip connection refused. port xxx is probably closed** : the sip port is wrong. Check the server port configuration or redo the initial wizard (under PrivateGSM settings menu "rerun activation wizard")

- **Wrong SIP username or password. Check settings. Error code: 403** : the sip username or password is wrong and PrivateGSM is unable to authenticate to the Sip Server. Redo the initial wizard (under PrivateGSM settings menu "rerun activation wizard")