

Android - Check connection status

Check connection indicator

Open the top notification area and check that the PrivateGSM notification says "Online" (Fig. 1). If not, PrivateGSM is not connected to Sip server.

In order to force a connection, open the application menu and select "Go Online" (Fig. 2)



Connection errors

- **You need a network to call** : the device has no network coverage. Enable 2G/3G or WiFi connection and try again to connect.
- **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 initial wizard (under "Settings" screen open the application menu and select "Activation Wizard").
- **Sip connection refused. port xxx is probably closed** : the sip port is wrong. Check the server port configuration or redo initial wizard (under "Settings" screen open the application menu and select "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 initial wizard and reinsert username and password credentials (under "Settings" screen open the application menu and select "Activation Wizard").