

SIM Card Not Detected



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Summary

Sometimes, when the SIM card is inserted after the device finishes booting, it may take a long time to detect that the SIM card has been inserted. Thus, this guide aims to show what to do in cases where the SIM card is not being detected.

Solutions

This section showcases two methods on how to reboot/reset your modem when a SIM card is not being detected by the device.

WebUI

- Simply log in to the WebUI of your device and navigate to the **Status -> Network -> Mobile** page. Once you're there just press **Restart Connection** this will reboot your device modem and after a few seconds your SIM card should be detected.



CLI/SSH

- If you prefer using the command line interface, you need to connect to the device using CLI/SSH (use SSH software such as PuTTY client):

CLI/SSH username: root

CLI/SSH password: <your router's password>

- Once you're logged in use one of the following commands to reboot device's modem.

```
root@Teltonika:~# gsmctl -Q
```

or

```
root@Teltonika:~# gsmctl --reboot
```

You should see a message: **Modem was reset** and after a few seconds the modem should reboot and the SIM card should be detected.