

# 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.