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 Troubleshooting

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The **Configuration** screen also helps you with troubleshooting and support.

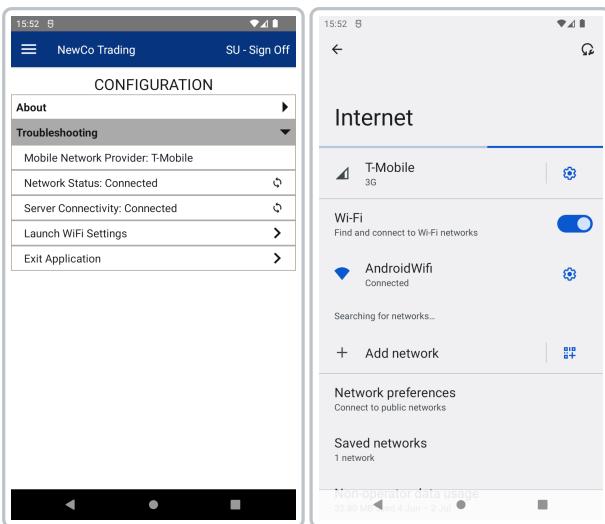
1. Once logged in, tap the **Menu** by tapping the hamburger (☰) button in the top left corner.



2. Tap the **Configuration** option.



3. Tap **Troubleshooting** to see helpful info and actions your support team might ask for:



- ⓘ **Mobile Network Provider** – shows the mobile network your device's SIM card is using
- ⓘ **Network Status** – checks if your device is connected to the internet. It will say **Connected** or **Disconnected**. Tap the refresh arrows (ⓘ) to check again.
- ⓘ **Server Connectivity** – checks if your device can connect to the Web Portal. It will say **Connected** or **Disconnected**. Tap the refresh arrows (ⓘ) to check again.
- ⓘ **Launch Wi-Fi Settings** – opens your device's Wi-Fi settings. After updating Wi-Fi, tap the back (◀) icon at the bottom of the screen to return.
- ⓘ **Exit Application** – closes the app and takes you to your device's home screen.

ⓘ Learn more:

- ⓘ [Check out this article about the About area.](#)