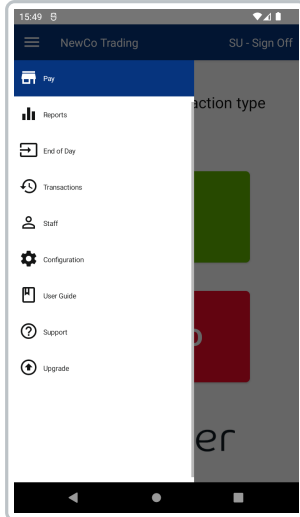


# ? Troubleshooting

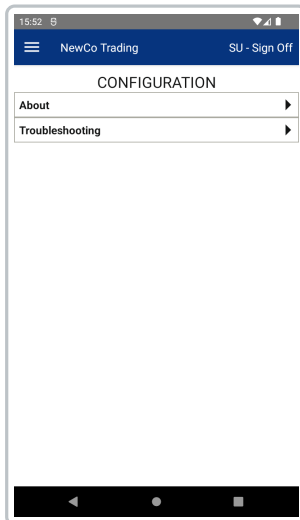
Last Modified on 04/07/2025 3:03 pm BST

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

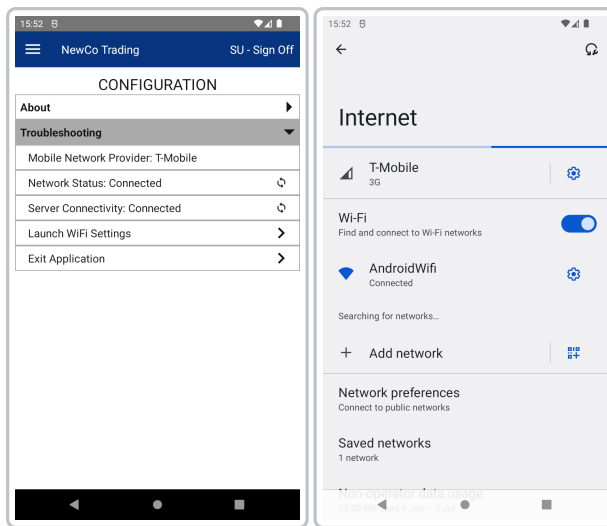
1. Once logged in, tap the **Menu** by tapping the hamburger (☰) button in the top left corner.



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.](#)