

Knowledge base > Products > OWL > OWL-3G > I put a SIM into OWL-3G, but it doesn't show up in ""Status - Device Information"". What happened?

I put a SIM into OWL-3G, but it doesn't show up in ""Status - Device Information"". What happened?

- 2018-02-09 - OWL-3G

It's assumed that the SIM is not a dummy one or a damaged one. If you fear the SIM might be damaged, check it in a cell phone. Else:

1. Power down the device and check if the SIM correctly was placed in the SIM tray. If not, it might have fallen into the device.
2. Power down the device and check if the SIM tray correctly was placed in the slot.