

Kennisbank > 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.