



Error code

Explanation and to do

Error code 7

There is no active data bundle on the device. Please activate your complimentary data bundle or purchase a new data plan

Also make sure that your device runs on the latest software upgrade:

-  In the Menu, go to More
-  Go to System update
-  Connect to a WiFi network
-  Check for update
-  Download newest version

Error code 12 / 18

Country / network not available on embedded Cloud Sim.
Please enter a local physical SIM-card from country and make sure PIN options on your card is disabled.

Error code 65

You are currently in a region with poor network coverage.
Please try again later and/or elsewhere.

Error code 102

Network capacity problems. Please try again.

Error code 111

SIM card registration error. Please contact support@we.stream

Error code 114 / 115 / 116

Network capacity problems. Please reboot device and try again.
If you still experience problems please contact support@we.stream