

If you run into the problem that your phone won't register, follow this guide to get your device registered:

1. If you use a custom SIP realm please allow some time for DNS to propagate, try again tomorrow. Else read on
Please login to the platform and make sure you are using the proper realm, username and password.
2. Do you have an Internet connection available for the device you need to register, and have you tested the connection?
 1. (Open a command prompt and type "ping 8.8.8.8" if you get a timeout, you have **no proper** internet connection, fix that first.)
3. After that ping the realm you use for registering to the platform so: ping "realm/registration server here", if that fails take some notes:
 1. If it fails with a message stating that the host could not be found it means that you have (or there is) a DNS problem. As we have a redundant DNS setup its unlikely that we can't be reached. Try to flush your DNS cache (Windows: *ipconfig/flushdns* in command prompt), after that try again.
 2. Try to ping via a webservice, <https://www.google.be/search?q=online+ping> webservices use their own DNS settings and will allow you to check if they can ping that realm, if they can you should be able to so as well. If you can't something is wrong! let's assume that you can't, it's more fun.
 3. If the webservice is able to ping that realm, you have confirmed that you have a DNS problem, solve it by setting other DNS servers (i suggest Google) for your internet connection. [Follow this guide https://developers.google.com/speed/public-dns/docs/using?hl=nl](https://developers.google.com/speed/public-dns/docs/using?hl=nl)
 4. Test the above again, you should be able to ping the realm now, if not you are lost Go to your local IT guru and have him/her fix it while you have a beer, you have tried hard enough.
4. Lucky and your connection and DNS are working fine now? So, you can ping the realm now, that means that there is a connection possible between you and the platform. is your phone registered now? No?
5. **Please login to the platform and make sure you are using the proper realm, username and password, really check it and be sure to type your password, do not copy and paste!**

You should be able to register now, there is no reason why it should not work. Registering is easy!