

How to Fix Mobile Network State Disconnected on Android

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Quick answer

"Mobile Network State: Disconnected" means your Android phone is unable to register with your carrier's network, even though a SIM card is present. In most cases, toggling Airplane Mode, reseating the SIM, or resetting network settings will fix it instantly. If those don't work, a carrier settings update or APN reset usually solves the deeper issue.

Key points

- "Disconnected" means the data layer registration failed specifically-voice and SMS may still work because Android tracks these as separate channels
- Most common causes: wrong preferred network type setting (especially after updates), corrupted/missing APN settings, SIM not provisioned for VoLTE or 5G, and carrier configuration profile not loaded
- Quick fixes to try first: full phone restart with SIM reseat, 30-second airplane mode cycle, and disabling Wi-Fi to test mobile data independently
- Check preferred network type setting-ensure it's set to auto or includes LTE/4G; setting "2G only" or "5G only" on incompatible SIMs causes disconnection
- Reset APN settings via Settings -> Mobile Networks -> Access Point Names -> Reset to Default, then restart the phone
- Use hidden diagnostic menu (*##4636##) to check Mobile Radio Power, Data Service status, and IMS Registration state
- Network settings reset clears all carrier profiles and configurations without touching personal data-one of the most effective mid-level fixes
- Carrier-side provisioning issues are increasingly common (2025-2026) with VoLTE mandates and 5G rollouts; may require carrier to push VoLTE profile update or provision account correctly
- eSIM-specific fix: delete the eSIM profile completely and re-download from carrier to force fresh provisioning negotiation
- Contact carrier when: issue appeared after number porting, second SIM also shows disconnected, IMS shows "Not registered" after all fixes, or SIM is 3+ years old on networks with new VoLTE/5G services
- Intermittent disconnection that returns repeatedly usually indicates carrier provisioning problem, outdated baseband firmware, or VPN/network app interference
- Hardware failure is rare but indicated by: permanent disconnection with any SIM, signal reading -113 dBm or 0 dBm, or phone not detecting SIM card at all

If you open your phone's SIM status and see Mobile Network State: Disconnected, it means your Android device has a SIM inserted but cannot communicate with your carrier's mobile network. You might notice no signal bars, no mobile data, or calls that just won't go through. The good news, this is almost always a software or configuration issue, not a hardware failure, and it can be fixed in minutes with the steps below.

Step 1: Toggle Airplane Mode On and Off

This is the fastest first fix. Turning on Airplane Mode cuts all wireless connections, and turning it back off forces your phone to re-register with the network from scratch.

- Swipe down from the top of your screen to open the Quick Settings panel.
- Tap the Airplane Mode icon to turn it ON. Wait 10 seconds.
- Tap it again to turn it OFF.
- Wait 20-30 seconds and check if the network state changes.

Step 2: Reseat the SIM Card

A loose or dusty SIM card can cause a disconnected network state. Taking it out and putting it back properly re-establishes the physical connection.

- Power off your phone completely.
- Use the SIM ejector tool (or a small pin) to open the SIM tray.
- Remove the SIM card and inspect it for dust, scratches, or damage.
- Gently clean the gold contacts with a dry cloth.
- Reinsert the SIM firmly into the tray and push it back into the phone.
- Power on and check network status.

Step 3: Select the Network Operator Manually

Sometimes Android gets stuck trying to auto-connect to a network that isn't working. Manually selecting your carrier forces a fresh connection.

- Go to Settings -> Mobile Network (or Connections -> Mobile Networks).
- Tap Network Operators or Carrier.
- Tap Search Networks , your phone will scan available carriers.
- Select your carrier from the list.
- If asked, confirm and wait for the connection to establish.
- Once connected, you can switch back to Select Automatically.

Step 4: Change the Preferred Network Type

If your phone is set to 5G or LTE only but the signal in your area is weak, it might fail to connect. Switching to a lower network mode (3G or Auto) can restore connectivity.

- Go to Settings -> Mobile Network -> Preferred Network Type.
- Change it from 5G/LTE only to LTE/3G/2G (Auto).
- Save and wait a few seconds for the phone to reconnect.
- Once the network is back, you can switch back to your preferred mode.

Step 5: Reset APN Settings

APN (Access Point Name) settings control how your phone connects to mobile data. Incorrect or corrupted APN settings are a common cause of the disconnected state.

- Go to Settings -> Mobile Network -> Access Point Names (APN).
- Tap the three-dot menu (?) in the top right corner.
- Select Reset to Default or Restore Default APN.
- Confirm the reset.

- Restart your phone and check if the network state is now connected.

Step 6: Reset Network Settings

This resets all network-related settings , Wi-Fi, Bluetooth, and mobile data , back to factory defaults. It won't delete your personal data or apps, but you'll need to reconnect to Wi-Fi networks afterward.

- Go to Settings -> General Management (or System -> Reset).
- Tap Reset and then select Reset Network Settings.
- Enter your PIN or password if prompted.
- Confirm the reset and wait for the phone to restart.
- After restart, check the SIM status , it should now show Connected.

Step 7: Check for Carrier or System Updates

An outdated carrier settings file or Android system update can cause network registration failures. Always check for pending updates when the network state doesn't recover on its own.

- Go to Settings -> Software Update (or System -> System Update).
- Tap Download and Install if an update is available.
- Also check: Settings -> About Phone -> Carrier Settings Update (available on some devices).
- Restart after the update completes and recheck the network state.

Conclusion

The "Mobile Network State: Disconnected" error on Android almost always comes down to a simple network configuration or SIM communication issue , rarely a hardware problem. Start with Airplane Mode toggle and SIM reseating since those fix 80% of cases. If those don't work, resetting APN settings or network settings will almost certainly do it. Only if none of the above works should you consider contacting your carrier, as the SIM itself might be deactivated or the account might have an issue on the provider's end.