

# Mobile Hotspot Troubleshooting



*Note: The Wi-Fi network will stop broadcasting after 15 minutes of inactivity. Press the power button to start broadcasting again.*

## 1. Check Battery Levels

Double check that the battery on the device is charged. If the battery is not charged then the device will not connect to wifi.

## 2. Check Signal Strength

Make sure that you have a strong signal connection, which will make your device more effective. Try walking around the area until you have more bars.

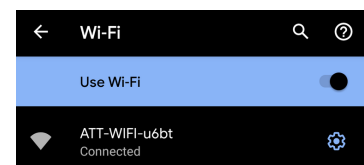
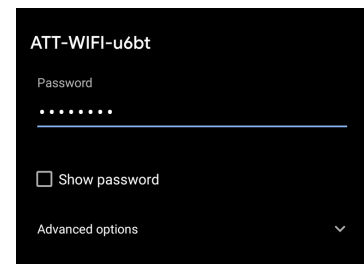
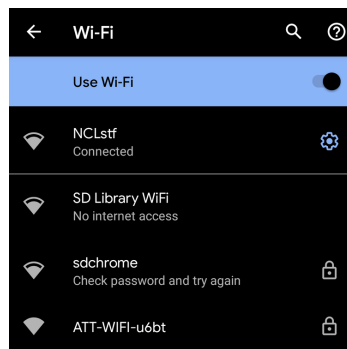
## Factory Reset

Press and hold the power button for at least 15 seconds. The mobile hotspot will enter factory reset mode and will display the message, "Shutting down", followed by the message "Continue holding power button to reset all settings to factory default", and then "Resetting device. Please do not power off."

# Connecting Your Device

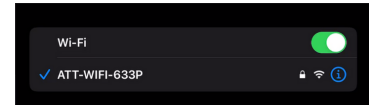
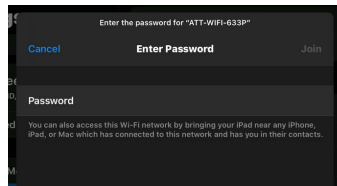
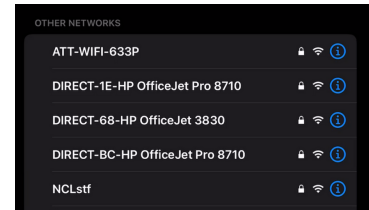
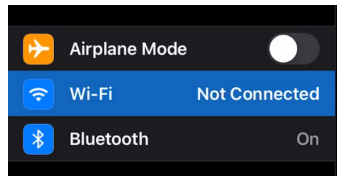
## Android

1. Go to Wi-Fi in your Settings
2. Select the Wi-Fi that matches the name on the hotspot
3. Type in the password that is displayed on the hotspot
4. Select Connect



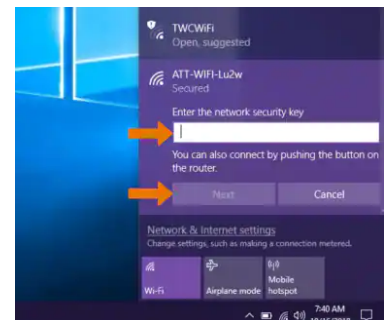
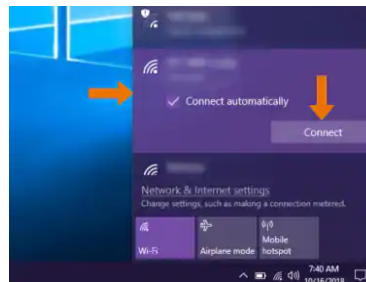
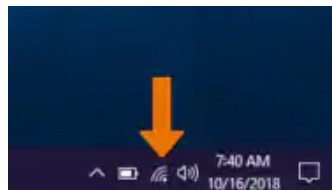
## iPad/iPhone

1. Go to Wi-Fi in your Settings
2. Select the Wi-Fi that matches the name on the hotspot
3. Type in the password that is displayed on the hotspot
4. Select Join



## Windows

1. Select the Wi-Fi logo on the bottom of the screen
2. Select the Wi-Fi that matches the name on the hotspot
3. Type in the password that is displayed on the hotspot
4. Select Connect



## iMac

1. Select the Wi-Fi logo on the top of the screen
2. Select the Wi-Fi that matches the name on the hotspot; you may have to go to 'Other Networks' to find it
3. Type in the password that is displayed on the hotspot
4. Select Join

