

Troubleshooting

The hotspot will not turn on.

Plug the hotspot in using the charger and let it charge for a few hours before trying to turn it on again.

My device is not connecting to the hotspot network.

- Make sure that you are entering the network password correctly.
- Confirm you are connecting to the correct network.

The hotspot is stuck on the start up screen.

Power off the hotspot for a few minutes and turn it back on.

The hotspot has a weak signal.

Place the hotspot in a different location in the room, such as near a window or at a higher elevation.

The hotspot data speed is slow.

- Data speed can slow down during periods of high traffic on the network.
- Check the signal strength and follow the instructions above to attempt to get a stronger signal.