

## Hotspot Troubleshooting Information



- Please pop off the bottom cover and pull the battery out briefly. Wait 15 seconds and place the battery back in and power back on the hotspot. Wait for the hotspot to cycle back on and then try connecting the device back to the hotspot.
- If you are in a low-signal area, try moving the device around your house while watching the signal strength indicator. The more bars that are displayed, the more reliable and faster your internet connection will be.
- Try to keep your device and the hotspot relatively nearby.
- The hotspot typically runs for 12-14 hours from a fully-charged battery. Please do not forget to recharge the battery as needed.
- Power off the device when not in use to conserve battery. To do this, hold down the Power Button for at least 3 seconds.