Mobile hotspot won't power on
1. Check the charging indicator lights up when you're charging your mobile hotspot. It can take up to 20 minutes for a charging indication when the battery is depleted.
2. Plug the mobile hotspot into the charger, and then plug the charger into a wall outlet. If the device shows that it's charging, try to power it on. If the device won't charge or power on, contact us.

Can't connect to a mobile hotspot
1. Turn off the mobile hotspot.
2. Wait 5 seconds and then turn on the mobile hotspot.
3. Try connecting to the hotspot again. If you still can't connect to the mobile hotspot, contact us.

Mobile hotspot drops connected device
1. Check the following is true for your connected devices:
    o They are within 15 feet of the mobile hotspot.
    o They have a B and G Wi-Fi radio.
    o They don't have a Wi-Fi timeout function.
2. Turn off the mobile hotspot.
3. Wait 5 seconds and turn on the mobile hotspot.
4. Connect a device to the mobile hotspot.
5. Test for dropped connections. If the mobile hotspot still drops a connected device, contact us.

Internet and data issues when using a mobile hotspot
1. Check the following:
    o You're in T-Mobile coverage.
    o Your mobile hotspot is turned on and has signal. If it doesn't have signal, check out Signal issues or no service.
    o You can connect to your mobile hotspot from your computer or phone.
    o You don't have any programs running in the background on your computer. Apps running in the background can cause a slow browsing experience, especially if they use an Internet connection.
2. If multiple devices are connected, check for browsing issues on the other connected devices. If only one device has browsing issues, then the issue isn't with the mobile hotspot.
3. Clear the browser history and try accessing a different website or app.
    o If you can access a different website or app, then your mobile hotspot is working as expected.
    o If you can't access a different website or app, continue troubleshooting.
4. Turn off your mobile hotspot and restart your computer.
5. Wait 5 seconds and turn on your mobile hotspot.
6. Connect to your mobile hotspot.
7. Test the connection. If you're still experiencing the problem, contact us.