

2020-2021 Troubleshooting Guide: Hotspots

Check First

- ✓ Is the device within 15 feet of the hotspot?
- ✓ Are other devices able to connect to the hotspot?
- ✓ Do you have at least 2 bars of signal?

If you answer yes to these questions and you're still having trouble, try a Master Reset.

Master Reset

A master reset restores the original factory settings. It does not delete data stored on the SIM card or SD card. If the device menus are frozen or unresponsive, you can master reset using hardware keys.

1. Turn the device on.
2. Remove the back cover and locate the **Reset Button**.
3. Press the **Reset Button** for 3 seconds and release. The device will reset and restart.



For additional trouble shooting instructions please refer to the following link:
<https://www.t-mobile.com/support/devices/device-troubleshooting/mobile-hotspot-troubleshooting>