T-Mobile Hotspot Troubleshooting

Most hotspot connectivity issues can be resolved by following the steps below

Steps:

● Ensure hotspot is plugged in to charger and powered on (Make sure to use the charger that came with hotspot)
● Ensure hotspot has at least 3 bars of service (move closer to window to improve service)
● Ensure you are within 15 feet of the hotspot
● Restart your Chromebook, iPad, or laptop and try to connect again
● Ensure activity indicator lights to verify device is on
  a. If you do not see indicator lights then wait five minutes, turn device off, and turn it back on.
  **IMPORTANT:** Do not attempt a factory reset or hotspot will become unusable
● Wait for software updates to be received (screen may show no service and can take up to 2.5 hours)
● If this is unsuccessful, Call the T-Mobile Government team at **844-361-1310**.

When reporting issues, have the SIM card number or Hotspot Phone Number of your device ready (found on the box or under the back cover written on the SIM card). This assists both the service provider and the ITD helpdesk find your device.

There are 3 types of T-Mobile Hotspots. Please view more detailed information on the buttons and indicators of each different type below:

1. Linkzone 2 Hotspot:
2. Franklin T9 Hotspot:

- **Power key**: Hold the Power key for 3 seconds to power the device on/off. When the screen is off, press the Power key to turn the screen on.
- **WPS key**: Hold the WPS key for 3 seconds to activate the WPS function. Once activated, the Wi-Fi LED indicator will flash every two seconds. If the network is not accessed within 2 minutes, the device will automatically exit WPS (Wi-Fi Protected Setup) mode.
- **LED indicators**: Display network signal, Wi-Fi, SMS, battery charge and mobile data status.
- **USB port**: Use the USB port to charge your device via the USB cable.
- **Reboot**: Hold the Power key for 10 seconds to restart your device.

### LED Indicator

<table>
<thead>
<tr>
<th>Colors</th>
<th>Charging Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Power off.</td>
</tr>
<tr>
<td>Solid</td>
<td>Power off and connected to a charger.</td>
</tr>
<tr>
<td>Blinking</td>
<td>Power on/Operating normally</td>
</tr>
</tbody>
</table>

### Wi-Fi Name (SSID) and Password

You can find your Wi-Fi Name and Password any time you need. Just press the power/menu button ( ), shortly when the display is on.

- Press for menu (Switching every 3 seconds)
- Press quickly: Home screen, Device menu guide
- Cycle ends May 31
- Press quickly: Data usage display
- Wi-Fi Name: Franklin-T9100X
- Press quickly: Wi-Fi Name display
- Password: XXXXXX

3. CoolPad Surf

- **WPS key**
- **LED indicators**
- **Power key**
- **USB port**

### On-Screen Indicators

<table>
<thead>
<tr>
<th>Indicators</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network</td>
<td>Displays your current network status. Green light indicates good network connection; yellow light indicates poor network connection; red light indicates no network connection, no SIM card, or no service.</td>
</tr>
<tr>
<td>Wi-Fi</td>
<td>Indicates when Wi-Fi is connected.</td>
</tr>
<tr>
<td>SMS</td>
<td>Indicates when there is a new message.</td>
</tr>
<tr>
<td>Battery</td>
<td>Displays your current battery status. Solid green light indicates the battery level is 40%-100%, solid yellow light indicates the battery level is 16%-39%, and solid red light indicates the battery level is less than 15%; when the device is charging, the indicator will flash red when the battery level is below 15%, will flash yellow when the battery level is 16%-39%, and will flash green when the battery level is 40%-100%.</td>
</tr>
<tr>
<td>Data</td>
<td>Indicates when your data allotment is running out. The indicator will flash red when the data usage is higher than 75% of the monthly data plan set, will flash yellow when the data usage is 51%-75%, and will flash green when the data usage is below 50%. You will need to configure your monthly data plan and tick the “Auto Disconnected” box on Web User interface first.</td>
</tr>
</tbody>
</table>