

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.

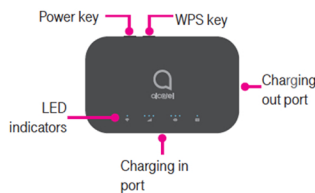
IMPORTANT: Do not attempt a factory reset or hotspot will become unusable

- 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:



LED DESCRIPTION

Part	Description
Power key	Hold the Power key for 3 seconds to power the device on/off.
LED indicators	Displays Wi-Fi, signal, battery, and SMS status.
Charging in USB Port	Use the USB Type-C port to charge your device and connect your device to the client via the USB cable.
Charging out USB port	Use the USB port to charge other devices, such as tablets and smartphones.
Reboot	Hold Power key for 10 seconds to restart device.

INDICATORS

When the hotspot is powered on, the following icons will illuminate. For a description of the icons, please refer to the table below:



Wi-Fi Indicator (Blue LED)

Solid Blue
Wi-Fi is active.
Flashing Blue
WPS mode is active.

Signal Indicator (Red or Blue LED)

Solid Blue

Registered and connected to network.
Good coverage: 3 LEDs all light up
Middle coverage: 2 LEDs light up
Weak coverage: 1 LED lights up

Flashing Blue

Network disconnected.

Solid Red

No network, no SIM card or SIM card error, limited or no service.

Battery Indicator (Red or Blue LED)

Solid Blue

3 LEDs light up blue: Battery level 80% - 100%
2 LEDs light up blue: Battery level 40% - 79%
1 LED lights up blue: Battery level 15% - 39%

Solid Red

1 LED lights up red: Battery level 0% - 14%.

Flashing

LEDs will flash while charging. Once the battery level is at 100%, 3 LEDs will display solid blue.

SMS Indicator (Blue LED)

Solid Blue

New message

Slowly Flashing Blue

Message inbox is full.

Off

No new messages.

Software update

Fast Flashing Blue

1. New Software version download or installation is pending.
2. In process of software update installation.

INSERTING THE SIM CARD

1. Open the back cover.
We suggest that you hold the Alcatel LINKZONE 2 in one hand and put the tip of your thumb of the other hand into the slot and pull the cover outwards to open it.

T-Mobile

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2. Franklin T9 Hotspot:



Icons	Description
	5 level signal strength indicators. More bars indicate a stronger signal.
	Networks icon appears depends on which networks connected. (LTE / 3G / Roaming)
	Appears when data is being transmitted between the mobile network and your hotspot.
	Shows the number of connected devices. (1~14 and Max).
	Appears when you have unread messages.
	The bar inside the battery indicates the battery level. When battery power is low, the battery outline blinks.

Button Operation

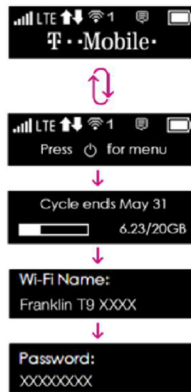
	Operations	Actions
	Turn On	Press and hold the button for 3 seconds.
	Turn Off	Press and hold the button until "Goodbye" message appears.
	Display Wake-Up	When the display is off (sleep mode), the first quick press of the button wakes up the display.
	Info Display	When the display is on, press the button quickly to go through the device menu and information.

LED Indicator

	Colors	Charging Status
	Off	Power off.
	Solid	Power off and connected to a charger.
	Blinking	Power on/Operating normally

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 quickly: Home screen, Device menu guide (Switching every 3 seconds)
- Press quickly: Data usage display
- Press quickly: Wi-Fi Name display
- Press quickly: Password display

3. CoolPad Surf



- 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.

On-Screen Indicators

Indicators	Description
Network	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.
Wi-Fi	Indicates when Wi-Fi is connected.
SMS	Indicates when there is a new message.
Battery	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%.
Data	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.