



If Hotspot won't turn on:

- Hold the power button down for 30 seconds then plugin and try to turn it on
- Remove the battery and plugin and try to turn it on. If it turns on, unplug and put the battery back in and try to turn it on again.
- If unsuccessful, return hotspot to the school for potential replacement

If Hotspot won't connect to Chromebook:

- Remove the battery for 30 seconds and turn it on and re-test
- Remove battery + SIM card for 30 seconds then, turn on and re-test
- Factory reset by holding the reset button on the back of the hotspot until "Factory Reset" pops up on the LCD
- If the issue persists, return hotspot to the school for potential replacement

If Hotspot can't get service:

- Follow the same procedure for Chromebook connection issues

If Hotspot won't charge:

- Move charger to a different outlet and re-test
- Remove the battery and plugin and try to turn it on. If it turns on, unplug and put the battery back in. Turn Chromebook on again.
- If the issue persists, return hotspot to the school for potential charger cord replacement

If Hotspot says "SIM card not Found":

- Remove battery + SIM card for 30 seconds then, turn on and re-test
- If the issue persists, return hotspot to the school for potential replacement

Return the Hotspot to the school for any other issues.