

## PPSD Hotspot Troubleshooting Guide

### Immediate steps to fixing your hotspot device:

Restart the hot spot – power off then power on. Retry using the hot spot.

Re-read instructions

Reboot the hot spot - take the back panel off, remove and replace the battery, restart/power it on and try to use it again.

Call the support number on the packaging

Password: Unless stated otherwise in the instructions, pull the back panel off the device and locate the password on a sticker on the back panel

Hot Spot support line

**T-Mobile:** 844-341-4834