

## 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	<b>T-Mobile: 844-341-4834</b>