

## PPSD Hotspot Troubleshooting Guide 2020-2021

Immediate steps to fixing your hotspot device:	
Turn on and turn off the device again	
Re-read instructions	
Call the support number on the packaging	
Try to reboot it - take the back panel off, take the battery out, replace and restart/power it on and try to use it again.	
Password: Unless stated otherwise in the instructions, pull the back panel off the device and locate the password on a sticker on the panel	
Call the support line	<ul style="list-style-type: none"><li>• <b>T-Mobile:</b> 844-341-4834</li><li>• <b>1M device:</b> 1-844-309-1680</li><li>• <b>Coolpads:</b> 401-934-0500</li></ul>