Top Troubleshooting Tips
SFL Novatel MiFi® 500 LTE Hotspot

1) Turn off device; remove battery; replace battery; turn device on

2) Check the Sprint Data Coverage Map to ensure that you are in a covered area:
http://coverage.sprint.com/IMPACT.jsp

3) **Verify that the SFL Novatel MiFi 500 LTE mobile hotspot (SFL mobile hotspot) is connected to the Sprint network.**

   1. On the screen of the hotspot, look at the status indicators for signal strength.
      - If these indicators do not display, continue to the next step.
   2. While connected to the SFL mobile hotspot through your computing device, open the Internet browser on your computer and go to http://sprinthotspot. (While this appears to be an incomplete internet address, as long as you are connected to the SFL mobile hotspot, it will recognize the address as is, and route you accordingly.)
   3. Log in as needed.
   4. Look at the **Home Display** on the hotspot for signal strength and connection information.
      - You are connected to the Sprint network if signal strength bars are green and the data connection icons are present.

4) **Check for the most current software version**
   1. From the home screen, select "Software Update," and hit the "OK" button
   2. Use the left arrow button to highlight "Check Now," and hit the "OK" button

5) **Connect to your hotspot via USB instead of Wi-Fi.**

   1. Connect the micro USB connector cable to the hotspot.
   2. Connect the other end of the cable to a USB port on a computer.
   3. Allow the computer to install the device drivers.
   4. Try to browse the web.

6) **Perform a soft reset.**

A soft reset refreshes your connection to the Sprint network.

1. Turn the SFL mobile hotspot off.
2. Remove the battery. After 30 seconds, reinsert the battery.
3. Turn your SFL mobile hotspot back on.