



## Top 5 Troubleshooting Tips

*NETGEAR Mobile Broadband Hotspots*

- 1) Turn off device; remove battery; replace battery; turn device on; click on yellow ALERTS window if shown
- 2) Check the **Sprint Data Coverage Map** to ensure that you are in a covered area:  
<http://coverage.sprint.com/IMPACT.jsp>
- 3) **Update Preferred Roaming List (PRL)**  
Step 1: From the home screen, select "Settings".  
Step 2: Select "Network"  
Step 3: Select "Updates" (this is most likely on the second page)  
Step 4: Select "Update PRL"  
Step 5: "Do you want to check for PRL updates?" Select "Yes"
- 4) **Update Profile**  
(Follow steps 1 through 3 above)  
Step 4: Select "Update Profile"  
Step 5: "Do you want to check for network profile updates?" Select "Yes"
- 5) **Check For the Most Current Software Version**  
Step 1: From the home screen, select "Settings"  
Step 2: Select "More"  
Step 3: Select "About"  
Step 4: Tap the scroll down icon twice  
Step 5: Select "Software Updates"  
Step 6: Select "Check for updates now"

If you have completed all of these actions and are still experiencing problems, call SFL Customer Support here at 1-888-860-9202 (M-F; 9AM-5:30PM EST); we are here to help you. Just be sure to have your PTN and device with you when making the call. Thank You!