Top Troubleshooting Tips
SFL ZTE Warp® Connect

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

2) **Verify that the SFL ZTE Warp® Connect 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.

      i. 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, phone, or tablet, and go to http://myhotspot. (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.)

      i. Log in as needed (login information can be found on the back of the SFL hotspot. (The default password is "password")

      i. Look at the **Home Display** on the hotspot for signal strength and connection information.

      ii. You are connected to the Sprint network if Network Connections reads "*Connected*".

3) **Check for the most current software version**

   1. From the Settings tab, select Device, and then Software Updates.

      i. Update the device profile settings by clicking **Update Profile**.

      ii. Update the Preferred Roaming List (PRL), by clicking **Update PRL**.

4) **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.