



Top Troubleshooting Tips

SFL Pocket WiFi

- 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 mobile data is enabled.**
 1. From the home screen, tap **Connection** to turn data on or off.
Note: Data is turned on if the **Connection** icon shows blue radio waves coming from the center.
- 4) **Update the data profile.**
 1. From the home screen, tap **Settings**.
Note: Updating the data profile requires the device to be in a Sprint coverage area. To verify Sprint Coverage, visit the Sprint website at coverage.sprint.com.
 2. Scroll to and tap **System Updates**.
 3. Tap **Update Profile**.
 4. Once the profile update is complete, tap **OK**.
- 5) **Check for software updates**
 1. From the home screen, tap **Settings**.
 2. Scroll to and tap **System updates**.
 3. Tap **Update Firmware**.
 4. **If an update is available**, follow the prompts to update the system software
Otherwise, tap **OK**.
 5. The handset is now up to date
- 6) **Perform a soft reset.**

A soft reset reconnects your Pocket WiFi to the Sprint network.

 1. Turn your device off.
 2. Turn your device back on.