

Verizon Hotspot Troubleshooting



Device Will Not Power On

When the power button is pressed, the device will not turn on, and the screen continues to be black.

- **Low Battery**

The device may not be turning on because the battery is dead or almost dead. In order to check if the issue is with the battery, plug in the charger for at least 15 minutes and try to power on the device again. This time try holding down the power button for at least 5 seconds. If the device still does not turn on, refer to the additional options below.

- **Faulty Power Outlet**

The outlet itself may be the issue and not the battery. Try charging the device using an alternative outlet and following the same procedure explained in low battery.

- **Faulty Battery**

If the device still fails to power on, consider replacing the battery as explained in our battery replacement guide.

Device Will Not Charge

The charger is plugged into the device and connected to the wall, but there is no sign that it is charging, as it will not turn on and nothing is happening.

- **Faulty Charger**

It is possible that the charger you have is broken or defective. Sometimes, there is no visible damage to the wire even though it doesn't work. Other times, the wire may be frayed. You may need to replace the charger.

- **Faulty Outlet**

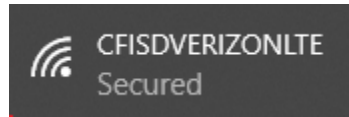
The issue may be that the outlet is not working. Try plugging something else, such as a different charger or even a lamp, into that outlet. If that device doesn't power on, it may be the outlet that is broken or not currently working. Plug the Jetpack charger into a different outlet.

- **Faulty Battery**

If you have established that your charger and outlet are working, the battery may be what is broken. You may need to replace the battery.

Device Cannot Connect to the Internet

If the Hotspot cannot connect to the student’s Chromebook, please make sure you are choosing network **SSID: CFISDVERIZONLTE** and the Chromebook should connect automatically without username or password.

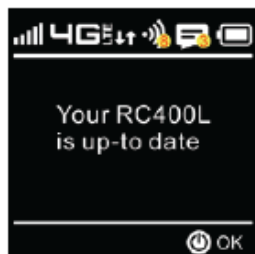


Note: Please make sure to perform a **Software Update** on the device before checking the remaining steps.

- Press Power/OK to check for Software updates.
If an update is available, follow the prompts on your device.
Refer to the flow diagram that shows the pics of Software upgrade process and options.

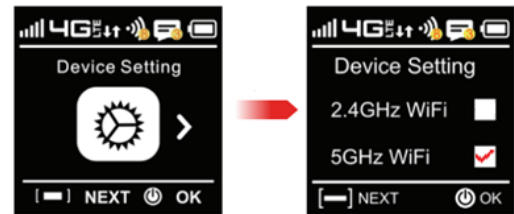


- If the Software is up to date the following screens will show.



- Enable 5GHz WiFi Only

Make sure to disable 2.4GHz WiFi on the hotspot in the Device Setting



- Low Signal Area

There are certain parts of the U.S. that cannot connect to the Verizon jetpack. This might require you to move to a different location temporarily.

- Internal Battery is Low

The battery may be low, which means that it does not have access to any networks. Therefore, connect your charger to the Jetpack.

- SIM Card Not Installed

Make sure your SIM card is properly installed into the device so it can connect to the Verizon network. See this guide to locate the SIM card.