Top Troubleshooting Tips
Inseego MiFi 8000

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

2) **Verify that the Inseego MiFi 8000 mobile hotspot (SFL mobile hotspot) is connected to the Sprint/T-Mobile 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://192.168.1.1.

      i.   Log in as needed, using the same password that is assigned to the device itself.

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

   1. On the **Home** screen, under **Settings**, click on **Check for Update**. This will update the software on the device if needed

   2. Also, under **Settings**, click on the **>** in the lower left corner;

      i.   From the Settings menu at the top of the page, select Software Updates and select Update the Device Profile.

4) Battery Tips

   1. The battery discharges more rapidly as additional devices access the MiFi 8000.

   2. Battery life depends on the network, signal strength, temperature, features, and accessories you use.

   3. New batteries or batteries stored for a long time may take more time to charge.

   4. When charging your battery, keep it near room temperature.

   5. When storing your battery, keep it uncharged in a cool, dark, dry place.

   6. Never expose batteries to temperatures below -20°C (4°F) or above 60°C (140°F).

   7. Never leave the MiFi 8000 in an unattended vehicle where it can get too hot or too cold.

   8. Some batteries perform best after several full charge/discharge cycles.

IMPORTANT: Improper operation of the device may decrease the life of the battery, cause the battery to swell, and/or damage the device. DO NOT leave or use the device plugged in for long periods of time; the device is intended to be used cordless, via its battery.