Troubleshooting
Personal Hotspots (MiFi)

~99% of all hotspot problems can be resolved by performing a factory reset of the device.

Factory Reset: MiFi 5510L

INSTRUCTIONS:
1. Turn ON the device and remove the back cover.
2. Place one end of an unfolded paper clip into the master reset button hole.
3. Press the paper clip on the button until the display shows "MiFi Powering Off" (5-6 Seconds), then your Jetpack will restart.

Factory Reset: MHS291LVW

INSTRUCTIONS:
1. From the Home screen, select Menu and press OK.
2. Select Software Update > Factory Reset and press OK.
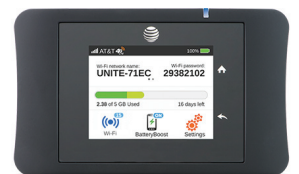3. Select Yes and press OK. The Jetpack will restart automatically.

Factory Reset: Unite | Unite Pro

INSTRUCTIONS: AT&T Unite
1. From the Home screen, tap Settings.
2. Tap Factory Reset.
3. Tap Yes. The hotspot will restart automatically.

INSTRUCTIONS: AT&T Unite Pro
1. From the Home screen, tap Settings.
2. Tap About Device and tap Factory Reset.
3. Tap Yes. The hotspot will restart automatically.

*If none of the above resolve your issue, please call us for additional assistance.

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