Troubleshooting

Overview

When properly installed, the Jetpack is a highly reliable product. Most problems are caused by one of these issues:

- System resources required by the Jetpack are being used by other devices.
- Network coverage is unavailable due to coverage area, an account problem, or a network problem.

The following tips can help solve many common problems encountered while using the Jetpack.

First Steps

- Make sure you are using the Jetpack in the correct geographic region.
- Ensure that your wireless coverage extends to your current location.
- Ensure you have an active data plan.

IMPORTANT   Before contacting support, be sure to restart both your computer and your Jetpack MiFi 8800L, and ensure that your SIM card is inserted correctly.

Common Problems and Solutions

The following are some common problems and solutions.

My Jetpack just powered off without my pressing the power button. Why?

This may occur under any of the following circumstances.

- Pressing the Master Reset button

- Jetpack automatically restarting after configuration changes

- Switching profiles

- Restoring the configuration settings

- Battery depletion

To restore battery power, follow these steps.

❶ Manually press and hold the power button to turn it back on.

❷ If the battery is depleted, charge the Jetpack with the wall charger.

No service is available.

- Reorient your device. If you are inside a building or near a structure that may be blocking the signal, change the position or location of the device. For example, try moving your device close to a window.

- You are outside your coverage area, or there may be a problem with your account. Check with your network operator.

The Jetpack has no power or the device screen does not display when the power button is pressed.

- Make sure the battery is properly seated in the device.

- Make sure the battery is fully charged. Plug in the AC charger for at least 3 hours.

I cannot connect to my Jetpack.

- Make sure the Network Signal Strength indicator displays at least one bar and that the type of network is displayed on the Jetpack's Home screen.

- Make sure your Windows Wi-Fi adapter/Mac AirPort is turned on. (Refer to your computer's Help if you need assistance.)

❶ Open your wireless network connection list:

Windows: Right-click icon and select **View Available Networks**.

Mac: Pull down list from AirPort icon.

❷ Windows: Click **Connect**.

Mac: Select the network name.

When your device is connected to the network, the Connected Devices icon in the status bar will show a connected device.

How do I check the battery level of my Jetpack?

- Check the battery icon on the status panel on the Home page of the Jetpack device.

How do I turn off my Jetpack?

- Press and hold the Power button until the display shows **MiFi Powering Off**.

How can I tell that my Jetpack is still on after the device screen goes off?

- When the display is off (sleep mode) and the Jetpack is turned on, the white Power indicator on the front panel of the Jetpack blinks.

Power Indicator

Safety Hazards

Do not operate the Jetpack in an environment that might be susceptible to radio interference resulting in danger, specifically:

Areas where prohibited by the law

Follow any special rules and regulations and obey all signs and notices. Always turn off the host device when instructed to do so, or when you suspect that it might cause interference or danger.

Where explosive atmospheres might be present

Do not operate your device in any area where a potentially explosive atmosphere might exist. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

Users are advised not to operate the device while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress.

Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Near medical and life support equipment

Do not operate your device in any area where medical equipment, life support equipment, or near any equipment that might be susceptible to any form of radio interference. In such areas, the host communications device must be turned off. The device can transmit signals that could interfere with this equipment.

On an aircraft, either on the ground or airborne

In addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the modem is turned off prior to boarding aircraft in order to comply with these regulations. The modem can transmit signals that could interfere with various onboard systems and controls.

While operating a vehicle

The driver or operator of any vehicle should not operate a wireless data device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some countries, operating such communications devices while in control of a vehicle is an offense.

Electrostatic discharge (ESD)

Electrical and electronic devices are sensitive to electrostatic discharge (ESD). Macintosh native connection software might attempt to reinitialize the device should a substantial electrostatic discharge reset the device. If the software is not operational after an ESD occurrence, then restart your computer.