

Mobile Wifi Router – Troubleshooting Guide

Before Use

- Charge the router fully before use.
- Power on the router and wait for it to connect to the mobile network.
- Connect your device using the **WiFi Name** and **WiFi Password** displayed on the router's home screen.
- You may need to press the power button to wake the screen, depending on the model.

Operating Information

- Uses the **EE** mobile network.
- Supports up to **25 connected devices**.
- SIM cards include **unlimited data**. If the router displays that no data remains, please ignore this.
- The router and SIM card **cannot be used abroad**.

Troubleshooting

Router Won't Charge

Check:

- A different charging cable and/or plug.
- The battery is correctly fitted.
- The battery contacts are clean and free from debris.

To access the battery, remove the rear cover (it simply unclips).



SIM Card Not Recognised

Check:

- The SIM card is correctly inserted.
- The SIM card and contacts are clean and free from debris.

Remove the rear cover and battery to access the SIM card.



Password Not Working

Check:

- You are entering the password exactly as shown (including spaces and capital letters).
- The **WiFi Name** and **WiFi Password** displayed on the router's home screen match the details you are using.
- You may have to press the home button a couple of times to get to the correct screen.



Connected but No Internet

Check:

- The router has mobile signal (our routers use the **EE** network).
- EE coverage is available at your location.
- Restart the router by turning it off and back on.

If the problem persists after these checks, please contact us.