



Top Troubleshooting Tips

Franklin JEXtream

- 1) Check the T-Mobile Data Coverage Map to ensure that you are in a covered area:
<https://www.t-mobile.com/coverage/coverage-map>
- 2) Verify that the Franklin JEXtream mobile hotspot (SFL mobile hotspot) is connected to the 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://mobile.hotspot/>
 - i. Log in as needed, using the ADMIN password **Sfladmin1!**
- 3) **Battery tips**
 1. The battery discharges more rapidly as additional devices access the JEXtream.
 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 the battery, keep it near room temperature.
 5. When storing the 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 JEXtream 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.**