

TROUBLESHOOTING MOBILITY ISSUES



Common troubleshooting steps:



POWER CYCLE

Turn the device off for about a minute and then back on.



UPDATE

Confirm that the device is operating on the latest software and update if needed.



NETWORK SETTINGS

Steps vary depending on the type of device you have, but usually are found under settings.



FACTORY SETTINGS

CAUTION: This step should only be viewed as a last resort!

If all else fails, you can reset the device back to when you first received it. However, this means that *everything you have saved to your device or any applications you have added will be deleted*. Be sure to have everything backed up or saved so that you can add them back to the device.

Still need help? Open a ticket and our NOC team will give you a hand.

Once a ticket is opened, our NOC team will engage the carrier and verify that the device in question is active on the carrier network and will do some remote troubleshooting to try to resolve the issue. If this does not resolve the issue, it may be necessary to do some live troubleshooting with the device user to try to resolve the issue.