DataJack MiFi

Troubleshooting Guide

The following guides and resources can help solve many common problems encountered while using the DataJack MiFi Device.

If you are unable to resolve your issue using the Troubleshooting steps below, then please contact DataJack Customer Service at **1-888-693-4522** or **support@datajack.com** for assistance.

Problem	Solution
The device has no power	Ensure the following: • The battery is properly seated. • The battery is fully charged. Charging requires at least 2.5 hours.
No service / Limited or no connectivity	Try the following: • 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.
Power Button LED is blinking amber	Please contact customer service for advanced troubleshooting.
My SSID does not show up in the wireless network list	Ensure that the MiFi is powered on and wait about 15 seconds for the network to appear by refreshing the available wireless networks list.

NOTE   *You cannot use your MiFi device while roaming in Canada, Mexico, or other destinations outside of the US.*

Connection Issues

Several conditions may block the connection to the DataJack Mobile Broadband network and can easily be rectified.

If you are unable to connect, or receive an error while trying to connect to the DataJack Mobile Broadband network:

- Check if another network is active on your computer. Make sure the LAN connection is not active by disabling or disconnecting the LAN Ethernet cable.

- **"Insufficient Signal Strength" Error** — Check the signal strength of your MiFi device. This can be found inside the MiFi Web Interface. If the signal is low, please try moving to another location with better coverage. This error sometimes results in **Error Code 668** (no signal) which can be viewed in the **WWAN > Diagnostics** page of the MiFi Web Interface. Coverage maps are available from DataJack at http://www.datajack.com/coverage

- **"Account Not Activated" Error** — If the Web Interface displays a message that the device is not activated, you may start an activation session through the **WWAN > Configuration > Activate Device** menu.

  1. Once activated, click the **Connect** button under **Advanced > Diagnostics**.

- Check the LED light indicators on your MiFi device. An amber blinking LED indicates a device error, and may occur in challenging RF environments due to multiple WiFi services being available or other network-related error. The following steps can help you regain service:

  1. Power the unit off and on. A green or solid amber LED (on charger) indicates the device is ready.

  2. Power the unit off, remove the battery and power back on. A green or solid amber LED (on charger) indicates the device is ready.

  3. If the problem persists, try to move to another location repeat the previous steps.

Checking Activation Status

To check if your MiFi device was activated successfully:

1. Open any web browser on your computer. Internet Explorer, Safari, Firefox, or Chrome will work fine.
2. Enter **http://192.168.1.1** in to the address bar of your web browser and press the **Enter** or **Return** key.
3. Type the current admin password into the Login box in the upper right corner and click the **Login** button.
4. If activation was successful, you should see "**activated**" at the top of the browser interface.

LED Status Indicators

Your MiFi device has two LED indicators. They operate as follows:

Service Status LED		Indicates
None	---	MiFi is powered off
Green — Solid		MiFi is powered on but not transmitting or receiving
Green — Slow Blinking		MiFi is powered on but no service available
Green — Intermittent Blinking		MiFi is transmitting and receiving data

Power Button LED		Indicates
None	---	MiFi is powered off
Blue — Solid		MiFi is powered on and looking for roaming
Green — Solid		MiFi is powered on and fully charged
Green — Glowing		MiFi is in hibernate mode
Red — Blinking		MiFi battery is critically low
Amber — Solid		MiFi battery is charging
Amber — Blinking		Contact DataJack Customer Service

Locating the ESN of your MiFi Device

To further assist you in troubleshooting your MiFi device, your DataJack Customer Service representative may ask you to supply the ESN (Electronic Serial Number) of your device. The ESN number of your device is located inside the battery compartment under the battery. The ESN DEC is an 11-digit number.

1. Remove the battery cover.

2. Remove the battery.

3. Locate the **ESN-DEC** on the white label inside the battery compartment.

4. Replace the battery.

5. Replace the battery cover.

Updating the PRL

You may need to update the PRL of your device every once in awhile to ensure you have latest DataJack network updates. To update the PRL of your MiFi device:

1. Open any web browser on your computer. Internet Explorer, Safari, Firefox, or Chrome will work fine.

2. Enter **http://192.168.1.1** into the address bar of your web browser and press the **Enter** or **Return** key.

3. Login to the MiFi's browser interface using the admin password you provided during activation.

4. Click **WWAN** in the menu bar and select **Configuration**.
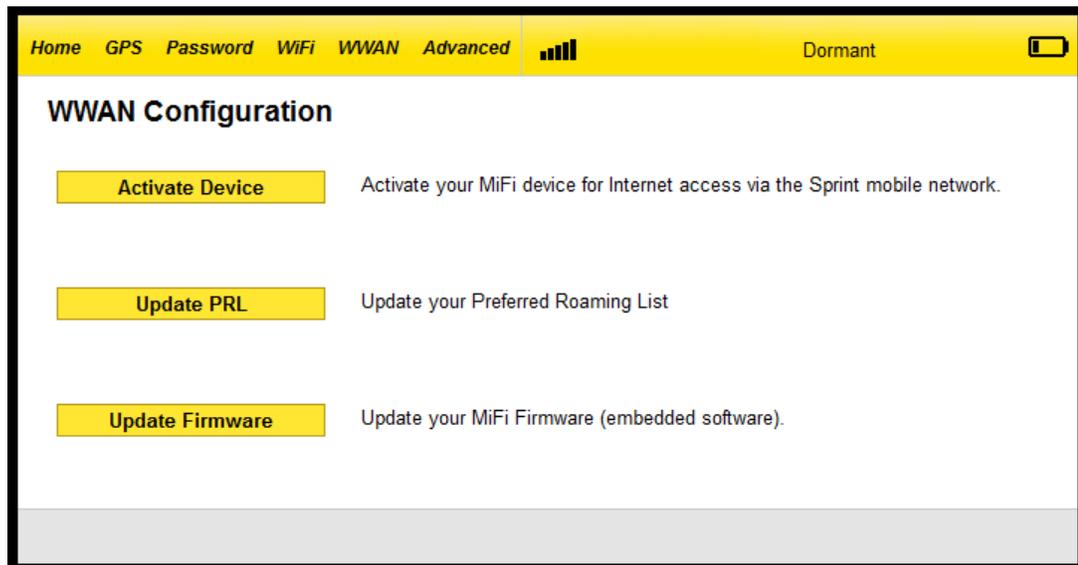
5. Click the **Update PRL** button to update your Preferred Roaming List (PRL).

If the Update PRL button is grayed out, or if the steps above did resolve your issue, please contact DataJack Customer Service for further assistance.

Contacting DataJack Customer Service

Available M-F 8AM – 9PM and Weekends 9AM – 2PM (Central Time)

- Call us at **1-888-693-4522**
- Email us at **support@datajack.com**
- Visit our Online Support Center at **http://www.datajack.com/support**