

Troubleshoot issues related to mobile hotspots

LG G Pad F2 8.0



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This article helps troubleshoot mobile hotspot issues on your LG G Pad F2 8.0

These steps help identify and resolve the underlying cause. After completing each step, test to see if the issue is fixed. If not, continue to the next step.

[Turn Wi-Fi hotspot on](#)

Verify hotspot is enabled.

1. Tap **Settings**.
2. Tap **Tethering & network > Mobile Hotspot**.
3. Tap **Configure Mobile Hotspot**.
4. Verify password, password should be set to wolfpack as default.

Verify mobile data is enabled.

1. Tap the **Settings** icon.
2. Tap **Mobile data**.
3. If necessary, tap the **Mobile data** switch to **ON**.

Update the data profile.

1. Tap the **Settings** icon.
2. Scroll to and tap **System updates**.
3. Tap **Update profile** and wait until it completes.
4. Tap **OK**.

[Perform a soft reset](#)

A soft reset reconnects your **LG G Pad F2 8.0** to the Sprint network.

1. Press and hold the **Power** key for 3 seconds.
2. Tap **Power off and restart**.
3. Tap **OK**. The tablet will power off and power back on.

[Contact Information](#)

School of Excellence Tech Support is available from 8:00 am – 12:00 pm, 1:00 – 4:00 pm.

url: <https://www.excellence-sa.org/Helpdesk>

You can contact your Principal at 210-431-9881 or return the Chromebook or Hotspot to the front office. **Must call and setup appointment to return your equipment. All S.E.E. equipment is due till the end of semester.**

- Kelley Campus: 210-431-9881 ext. 3701
- Walker Campus: 210-431-9881 ext. 2223
- Lee/Saenz Campus: 210-431-9881 ext. 2134

If you're still having issues with the hotspot, you can contact Sprint for further assistance during after-hours: Toll Free: 800-793-8896