

# School District of Palm Beach County Troubleshooting Guide

## Comcast Internet Essentials and T-Mobile Hotspots

If you are reporting difficulty with connections to **Comcast Internet Essentials** or **T-Mobile hotspots** that have been provided by your child’s school, consult the troubleshooting tips below.

### COMCAST

Issue	Possible Solution
<b>Need help setting up a Comcast account</b>	Refer to the <a href="#">Comcast customer quick-start guide</a> .
<b>Poor WiFi Signal</b>	<ul style="list-style-type: none"> <li>❖ If possible, connect devices directly into the wireless router via ethernet cable.</li> <li>❖ Move the device closer to the wireless router.</li> <li>❖ Ensure that your router is positioned in an ideal location in your home. Optimal conditions for router placement are in the middle of your home (not on the other side of your house), in the open and not in a cabinet or drawer, and placed high rather than low.</li> <li>❖ If the above steps do not address the issue, contact Comcast Technical support at <b>1-844-963-0178</b>.</li> </ul>
<b>Slow Internet Speeds</b>	<ul style="list-style-type: none"> <li>❖ Too many devices might be trying to connect. Disconnect any unnecessary devices. Avoid streaming video (Netflix, Hulu, etc.) during the school day.</li> <li>❖ Move the device closer to the wireless router.</li> <li>❖ Ensure that your router is positioned in an ideal location in your home (in the middle of your home, if possible, not on the other side of your house; in the open and not in a cabinet or drawer, higher is better).</li> <li>❖ If possible, connect devices directly into the wireless router via ethernet cable.</li> <li>❖ If the above steps do not address the issue, contact Comcast Technical support at <b>1-844-963-0178</b>.</li> </ul>

### T-MOBILE

Issue	Possible Solution
<b>Need help setting up your T-Mobile Hotspot</b>	Refer to the T-Mobile hotspot Quick Start Guide: <a href="#">English</a> <a href="#">Spanish</a> <a href="#">Haitian Creole</a> <a href="#">Portuguese</a>
<b>Poor Signal</b>	<ul style="list-style-type: none"> <li>❖ Use the hotspot as close to a window as possible.</li> <li>❖ Move the device closer to the mobile hotspot.</li> <li>❖ If the above steps do not address the issue, contact T-Mobile technical support at <b>1-800-937-8997</b> and request a “Magic Booster Box.”</li> </ul>
<b>Slow Speeds</b>	<ul style="list-style-type: none"> <li>❖ Too many devices might be trying to connect. Disconnect any unnecessary devices.</li> <li>❖ Ensure that you have a strong signal. Refer to the steps in the section above.</li> <li>❖ If the above steps do not address the issue, contact T-Mobile technical support at <b>1-800-937-8997</b>.</li> </ul>