

# Mobile Cell Phone – Apple Hot Spot will not connect.

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Title

Mobile Cell Phone – Apple Hot Spot will not connect.

Purpose:

Follow this procedure when a user reports that Mobile Hot spot will not connect (Apple)

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No) Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Required Information to be documented in the Description Field of each Incident:

Mobile phone make: (Apple, Samsung) Mobile phone model: (iPhone XR, iPhone 11, Samsung Galaxy S21 Ultra) Mobile device number: (Device having the issue) Carrier: (AT&T, Verizon) Is this a personal Mobile Device: (Yes or No)

3.

Please attach any referenced knowledge articles to the Incident

4.

Currently all carrier plans provide each user unlimited talk, text for cell phones and a set amount of data usage which include the mobile hotspot feature for free. After a certain amount of data has been consumed in the bill cycle, the carrier will reduce (throttle) speeds. If you were using the hotspot on your previous device and recently upgraded your phone, will need to go into the settings and change the name of your new phone to read differently you're your previous device in order connect.

5.

If the network connection between the phone and device gets corrupted the easiest fix, is to change the name of the iPhone. This in turns makes the laptop think this is a new connection and reconfigures the

connection between the phone and laptop.

6.

Change the name of your iPhone, iPad, or iPod touch to

On your device, go to Settings > General, then tap About.

Tap the first line, which shows the name of your device. Rename your device, then tap Done.

7.

Set up Personal Hotspot on an iPhone:

On your device, go to Settings > Personal Hotspot, then toggle Allow Others to Join to GreenOnce Hotspot is active, you will be able to connect Wi-Fi capable devices searching for the name of your iPhone and entering the password on that device. (Directions for connection below)

8.

Follow the resolution process.

9.

If additional assistance is needed follow the escalation process.

Incident Classification Requirements

Category

Hardware

Subcategory

End User Mobile Phone - Apple

Service

Mobile Phones (iPhone / Android)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Hardware

Resolution Subcategory

End User Mobile Phone - Apple

Resolution Service

Mobile Phones (iPhone / Android)

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Unified Services Mobile Device Management - L3

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